

Return Policy

We strive to provide quality product to all our customers. If you are not 100% satisfied with your purchase, you may return it. The returned item(s) must be in their original condition, unused, and resalable. Used product is non-refundable. Any product that has come into physical contact with an animal or its living space is considered used. This is veterinary grade equipment and as such, cross contamination can pose severe health risks. Rest assured we will never sell used product.

We have a 30-day grace period for return or correction. No refunds will be offered after 30 days. Upon receiving your order, please ensure all items are accounted for and undamaged. If an item is damaged, we reserve the right to replace, repair, or refund its price.

To return your product, contact us first for your return authorization number. You can contact us via email at info@durawhelp.com or by phone at 208-747-3605. Items shipped to us without authorization will not be refunded.

We do not refund or cover any shipping charges. If you decide to return your order, you are responsible for shipping the product to us. We recommend using a shipping service that offers a tracking number and shipping insurance. If the carrier damages the product on its way back to us, we may not be able to offer a refund. Refused packages or return to sender shipping fees will be deducted from your refund.

Once your order has been received and inspected, we will notify you of the approval or rejection of your refund within two weeks. Refunds will be credited to the original payment method. A restocking fee of up to 20% may be deducted from your return to cover expenses.

Thank you for your interest in our product.

If Shipping to Canada -

Shipping price quotes do not include customs duty, taxes, and broker fees to be collected at the border. The carrier (UPS) will contact you for payment towards customs duty, taxes and broker fees when they reach the border.

Package Theft -

We strive to fulfill our orders in a timely manner. It is our responsibility to ensure that your products arrive to the address specified as the shipping address during checkout and that the products are in good working order. Once the package has arrived at the specified address, the obligation to ensure the package arrives has been fulfilled. Dura-Whelp is not responsible for package theft once the package has been delivered to the shipping address specified on the order and a delivery confirmation has been provided by the shipping carrier.

To help prevent package theft, we offer a signature required upgrade in the shop page to help mitigate the risk of package theft.