

## WE ARE COMMITTED TO QUALITY

Kurgo prides itself in making superior quality products. There's nothing more frustrating than buying a product that breaks. If, during your product's lifetime, it does not function as it should due to a manufacturing defect, we will repair or replace your product free of charge. Hassle and worry free!

Please fill out a [Warranty Claim Form](#) to get started.

**US and Canada only. If you are outside of the US and Canada and have an issue with a Kurgo product, please contact us at [info@kurgo.com](mailto:info@kurgo.com)**

## FREQUENTLY ASKED QUESTIONS

### **What is covered by the Kurgo Warranty?**

Manufacturer's defects caused by poor craftsmanship or defective hardware or materials when purchased through authorized Kurgo dealers.

### **What is *not* covered by the Kurgo Warranty?**

All products, except toys, are warranted against manufacturing defects when purchased through an authorized dealer. If your Kurgo product is damaged in the course of normal (or abnormal) wear and tear, you may not qualify for our warranty replacement, but we do offer a complete [Repair or Replacement Service](#) for a nominal fee.

We do not warranty or offer the Repair or Replacement Service for our toys, because toys, after all, are mostly to be chewed. We believe our toys are very durable, but some dogs are tougher chewers than others.

Products damaged while being used in an unintended way are not covered by the lifetime warranty. For example, the Wander Hammock is intended to be used between two seats sitting on top of a bench seat. You cannot hang a Wander Hammock between two trees or over an open space and expect it to hold any weight.

### **How does the Kurgo Warranty work?**

Fill out the [Warranty Claim Form](#) which requires pictures showing the defect and we'll take a look. If the claim meets our guidelines, we will send you a replacement product free of charge. US and Canada only. If you are outside of the US and Canada and have an issue with a Kurgo product, please contact us at [info@kurgo.com](mailto:info@kurgo.com)

### **Repair or Replace Service**

Products failing due to normal wear and tear, abuse, accident, critters, or natural breakdown of materials over extended use and time can be repaired or replaced for a nominal fee. See our [Repair or Replace Service](#) policies for more information.

### **Customer Service**

If you are experiencing any problems or have any questions about your Kurgo Product, our Customer Service Department is here to help. Please feel free to email us at [info@kurgo.com](mailto:info@kurgo.com) or call us directly at (877) 847-3868.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.