



60-DAY SATISFACTION GUARANTEE

At KONG, we stand behind our products and quality controls. If for any reason you're not satisfied with a KONG product you purchased from one of our authorized sellers, we'll gladly provide you with Manufacturer's Coupon for a replacement product or a refund. Please note that because we are unable to control the quality of our products sold by unauthorized sellers, the KONG 60-Day Satisfaction Guarantee is not available for products purchased from unauthorized sellers.

How to Claim the Guarantee

To submit a Guarantee request, please fill out the form on our website at <https://www.kongcompany.com/contact-us>. Have information available regarding the product you purchased, where and when you purchased your product, and your proof of purchase. If your request is approved, an approval confirmation number will be provided. You will then need to mail your KONG product, proof of purchase, and Guarantee approval confirmation number to:

KONG Company
Attn: Satisfaction Guarantee
16191 Table Mountain Parkway
Golden, CO 80403

Please do not send back your product until you receive a confirmation number from KONG.

Please note that you are responsible for costs incurred in mailing your product and proof of purchase. KONG will not be liable for lost in-bound packages, so we suggest sending your item via an insured, traceable means, such as UPS, FedEx, or insured mail.

KONG reserves the right to deny Guarantee requests in its sole discretion if it determines that a customer is abusing the Guarantee or has engaged in fraud.

The KONG Satisfaction Guarantee is only available in the United States.