

Return & Warranty Information

Return Information

Note: For purchases made through other online or store retailers, please contact retailer directly for their specific return policy.

For purchases made through PetSafe.net or by phone with PetSafe® Customer Care:

If for any reason you are not completely satisfied with your purchase, you may return it within 45 days for a refund of your purchase price.

Returns are as easy as 1-2-3:

STEP 1: Locate Order Number

If you do not have your number on hand, call 1-800-732-2677 or send us an email at info@petsafe.net.

STEP 2: Prepare Return Package

Write the reason for the return on the packaging slip and ship your product to us with the order number written prominently and clearly on the package. Use clear packing tape to attach the shipping info to the package. Send the package with a carrier service that issues you a tracking number, such as FedEx® or UPS®. We cannot be held responsible for packages that are lost without tracking.

Ship to this address:

Order Number: _____
Radio Systems Corporation
Attn: Consumer Credit Division
10409 Cogdill Road
Knoxville, TN 37932

STEP 3: Receive Credit

When we receive the product, we'll issue you a credit for your order within approximately 30 days. If you want to place a new order, just give us a call or place a new order on our website.

Conditions

Your return is subject to the following:

1. Shipping charges are non-refundable.
2. Defective products are allowed for return for replacement or credit within 45 days or if the product is still within its warranty.
3. All returns must be within 45 days of the original date of purchase. Thereafter, all sales are final.

4. All returns must be re-sellable, which is in original condition and in original packaging. Any items returned to us in used condition without packaging will not be credited. Unfortunately, we cannot accept returned toys that have been in your dog's mouth for sanitary reasons.
5. Returns must be shipped prepaid freight. Any return sent back freight collect will be refused.
6. Special order items are not returnable.
7. Products purchased from the PetSafe.net clearance section will not be accepted for return.
8. All replacement items will be shipped after PetSafe brand has received and processed your defective return. A new tracking number will be sent to you for the replacement item when it ships.
9. All credits will be made back to the original payment method.
10. PetSafe brand will not be held responsible for customers ordering the wrong product(s), and all refusals will be credited minus the shipping charges.
11. If a package arrives damaged, call Customer Care so a claim can be filed with the shipping carrier and a replacement can be ordered. *we do not require a signature on shipments.

Warranty Information

Radio Systems Corporation ("Radio Systems") is the industry leader in Customer Pet Electronics; products are marketed under the PetSafe®, Innotek®, Invisible Fence®, Guardian®, Staywell® and SportDOG® brands. Radio Systems and its authorized resellers (who display the appropriate sanctioned logos) only sell new products in original packaging. *Products purchased from unauthorized sellers, including unauthorized Internet sites, as well as used, refurbished or "as-is" products, will not be covered by our warranty, or receive any customer support.*

We are committed to customer satisfaction. To that end Radio Systems cautions customers from purchasing any product that is not in its original packaging or specially marked refurbished packaging or any product from someone who is not an authorized reseller of Radio Systems® products.

Proof of Purchase from an authorized reseller must be provided to our customer care center before a warranty claim can be honored. For your convenience, you may register your product and provide proof of purchase immediately after your purchase by contacting Customer Service at 1-800-732-2677, by email at info@petsafe.net or chat through our website. Thereafter, proof of purchase will not be required with submission of a warranty claim. Proof of purchase is defined as the sales receipt or a copy of the sales receipt.

ONE YEAR NON-TRANSFERABLE LIMITED WARRANTY

WHAT IS COVERED: Radio Systems Corporation ("Radio Systems"), owner of the PetSafe Brand ("PetSafe") warrants to the original retail customer purchaser who purchased a PetSafe product from an authorized reseller of PetSafe products, and not to any other purchaser or subsequent owner, that its PetSafe product, when subject to normal and proper residential use, will be free from defects in material or workmanship for a period of one (1) year from the purchase date. An "original retail customer purchaser" is a person or entity who

is the original purchaser of the product or is a gift recipient of a new product that is unopened and in its original packaging. When serviced by PetSafe Customer Service, PetSafe covers labor and parts for the first year of ownership commencing on the purchase date; after the first year, a service or upgrade charge will apply with regard to replacement of the product with new or refurbished items at PetSafe's sole discretion. This limited warranty is non-transferable and shall automatically terminate if the original retail consumer purchaser re-sells the PetSafe product or transfers the property on which the PetSafe product is installed. **In the event of a product defect, these are your exclusive remedies.**

PROPER PRODUCT USE: This product is designed only for use with domesticated animals; do not use this product for any other purpose. However, the specific temperament of your animal may not work with this product. **We recommend that you do not use this product if your animal is aggressive.** If you are unsure whether this product is appropriate for your animal, please consult with your veterinarian or certified trainer before you use this product. Please see the instruction manual for additional important information.

WHAT IS NOT COVERED: This non-transferable limited warranty does not apply to products purchased from unauthorized sellers, including unauthorized Internet sites. In addition, this non-transferable limited warranty does not provide protection against, and PetSafe will have no liability under this non-transferable limited warranty for, any damage to or defects in the products caused by any animal, loss of product(s), failure, defect or damage caused by events and situations beyond normal residential exposure conditions, including, but not limited to: commercial use, misuse, abuse, neglect, improper installation or installation not in accordance with PetSafe's instructions, use of non-PetSafe accessories, impacts of foreign objects, acts of God, abnormal or improper use, improper storage, attempted repair or service by anyone other than PetSafe Customer Service, accident, alteration, defects in or failure of the surface the PetSafe product is installed in or upon, discoloration or other damage caused by pollution, sunlight, other environmental conditions, mold, dirt, mildew, or exposure to harmful chemicals and any other cause not involving defects in material or workmanship in the PetSafe product. Under no circumstances will PetSafe be liable for any non-PetSafe labor charges or any expenses whatsoever in connection with the removal, repair or installation of either the original or replacement component(s) relative to in-ground fence installation, kennel installation, pet door installation and other permanent, semi-permanent, or fixture type installations on the original retail consumer purchaser's property.

DISCLAIMERS: This non-transferable limited warranty is in lieu of all other express warranties. PetSafe expressly disclaims and excludes all other warranties, express or implied, except as follows. PetSafe does not authorize any other person or agent to make any other express or implied warranties. **The implied warranties of merchantability and fitness for a particular purpose are limited in duration to one year from the purchase date.** Some States do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. PetSafe also disclaims and excludes all liability for incidental, consequential, punitive, direct, indirect, special or any other damages arising out of or connected with the purchase, use or misuse of this product or for the breach of any express or implied warranties or breach of contract or otherwise. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Purchaser assumes all risks and liabilities from the use or misuse of this product. Furthermore, PetSafe will not be liable for any loss, damage or injury resulting from delay in

delivery of replacement parts or for any failure by PetSafe to perform covered repair work due to circumstances beyond PetSafe's control.

REGISTERING THE PRODUCT: Within thirty (30) days of purchase, please contact Customer Service at 1-800-732-2677, email at info@petsafe.net or via chat through our website to register your purchase. A sales receipt from an authorized dealer of PetSafe products may be required to obtain warranty coverage. Please keep this information in a safe place.

MAKING A WARRANTY CLAIM: To obtain warranty service, call the PetSafe Customer Care Center. In the United States or Canada, 1-800-732-2677; in Australia, 1800 786 608; in New Zealand, 0800 543 054.

Pursuant to this non-transferable limited warranty, PetSafe will replace the part with a new or refurbished part. This non-transferable limited warranty will then apply to either the new or refurbished part for the remainder of the original non-transferable limited warranty period. Replacement as provided under this non-transferable limited warranty is the exclusive remedy of the consumer. Neither labor to remove the part nor labor to install the refurbished or replaced part is covered. We constantly improve our products so the replacement may be slightly different than your original product.

GOVERNING LAW: This non-transferable limited warranty shall be governed by the laws of the State of Tennessee, U.S.A., and by the laws of the United States of America, without application of conflicts of laws principles. Furthermore, the United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this non-transferable limited warranty. Jurisdiction and venue shall be exclusive to the courts of Knox County, Tennessee.

This warranty gives you specific legal rights, and you may also have other rights that vary from State to State.

PUMP WARRANTY: Fountain replacement pumps when purchased individually have a 90-day warranty.

NYLON PRODUCT WARRANTY: All nylon products can be replaced as a one-time courtesy for a nominal chew fee. Contact Customer Care to ask about a replacement.

For purposes of this limited warranty, "PetSafe Certified Refurbished Products" means buy-back products, returned products, pre-owned products, and/or scratch & dent products that PetSafe has:

- Fully tested
- Refurbished by replacing any defective modules identified during testing
- Thoroughly cleaned and inspected
- Repackaged (including appropriate manuals, probes, wire, new boxes, etc.)
- Re-inspected prior to being sold

PetSafe Certified Refurbished Products may have small cosmetic blemishes. PetSafe warrants to the original retail consumer purchaser who purchased a PetSafe product from an authorized reseller of PetSafe products, and not to any other purchaser or subsequent owner, that each PetSafe Certified Refurbished Product will be free from defects in material or

workmanship for a period of ninety (90) calendar days from the original date of purchase. During the warranty period, PetSafe will, at its option, replace with new or refurbished products or parts, any products or parts determined to be defective. **In the event of a product defect, these are your only remedies.** This warranty gives you specific legal rights, and you may also have other rights, which vary from State to State.

This limited warranty covers only product issues caused by defects in material or workmanship during ordinary consumer use and does not cover product issues caused by any other reason, including, but not limited to, product issues arising out of or related to commercial use, acts of God, misuse, limitations of technology, or customer modification of any part of the PetSafe Certified Refurbished Product. This limited warranty does not cover consumables, such as treats, batteries, or fuses. This limited warranty is invalid if the factory-applied serial number has been altered or removed from the product. This limited warranty is valid only in the United States.

This non-transferable limited warranty does not apply to products purchased from unauthorized sellers, including unauthorized Internet sites. All express and implied warranties, including without limitation any implied warranties of merchantability and fitness for a particular purpose, are limited in time to the term of this limited warranty. No warranties, whether express or implied will apply after the expiration of the limited warranty period. Some States do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you. Except as provided in this warranty and to the extent permitted by law, PetSafe is not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition, or under any other legal theory. Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.

Exceptions: Wire Break Locator

The Wire Break Locator (RFA-590 and RFA-591) has a 90-day warranty.

Making a Warranty Claim

If you need assistance or to make a warranty claim, please contact our Customer Care Center for help in troubleshooting and, if necessary, to arrange a warranty replacement for your product.