

LaDeDa Pet Spa Policies

RETURNS

General

LaDeDa Pet Spa must authorize all purchases and exchanges prior to being returned. Contact LaDeDa Pet Spa by phone or email to arrange for return or exchange.

Incorrectly shipped purchases may be returned within 10 days of receiving product.

There is a 15% restocking on all returns received after 30 days from date of purchase.

Purchaser is responsible for all shipping costs associated with returns or exchanges except in the case of a purchase that was incorrectly shipped by LaDeDa.

Perishable Items

Perishable items and food products may not be returned or exchanged. All sales of these products are considered final.

Pet Clothing

Pet Clothing may be exchanged (for a different size only) if returned in the original package within 10 days of receipt.

SHIPPING

We ship using the most reliable and affordable carriers. Most orders are received within 3-10 days.

PRIVACY

We do not share, sell or otherwise provide any information gathered on our site for the purpose of processing your order, with any other sites, persons, or companies.