



Pet Perennials Shipping and Return Policy

Shipping

We ship our products through the U.S. Postal Service (USPS), but we cannot ship to P.O. Boxes. Your completed Pet Perennial order should not take any longer than two to three weeks to arrive at your home once your Pet's ashes have been received by us for customization. You will be notified via email of the status of your order along with tracking information.

Credit card authorization and verification must be received prior to processing. If your product is coming via Federal Express and UPS please be aware that deliveries occur Monday through Friday, excluding holidays. If you require express or 2 day shipping, please contact customer service for charges.

Returns

Since Pet Perennials is a custom order there is no way to exchange or return your item. However, if you are dissatisfied with your product for any reason for which we might be able to control, we have two options available to you.

1. We will provide you with a full refund of the cost of the product. However, Shipping and Handling fees cannot be refunded once the order process has begun.
2. We can create a new order of Pet Perennials for you at no cost. You will need to provide us with your pet's cremation remains in order to do so.

All refunds will be provided as a credit to the credit card used at the time of purchase within five (5) business days upon notification/approval or cancellation of an order before it is processed.

Property of Cherished Ones, LLC
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