

Variocage Return Policy

Return Policy:

Mighty Mite Dog Gear wants you to be happy with your new Mim Variocage. We understand that it is hard to determine correct size on a product sight unseen. We hope that the instructions we have provided on this webpage on measuring your dog, your car and set up instructions are useful. We do advise customers to please contact us before making a purchase. We are happy to assist in the decision-making process and to answer all your questions. Also, if there is a problem with your crate upon delivery, please do call us as returning the crate may not be necessary; we can easily replace parts if need be. Our toll free number is 888-528-3414.

However, sometimes things just don't work out the way we had planned. In the event you feel you must return your crate, we have a special return policy:

We must be contacted within 30 days of customer's receipt of the crate. Customer will be responsible for all shipping costs and a 20% restocking fee. We do *not* charge for the shipping out to the customer nor do we expect a refund for this cost once the crate is returned.

Crates should be returned to Mighty Mite Dog Gear directly. We will not be responsible for lost or misdirected crates or damage caused by the return shipping. We recommend using a carrier by which you can track and insure your package.

After emailing Sales@mightymitedoggear.com to notify us of the return, ship your crate to:

Mighty Mite Dog Gear
Returns
123 Hempstead Ave
Rockville Centre, NY 11570

Instructions on boxing up the crate for returns:

Keep the tubular sides together - do not separate them into four parts (so pack them as two complete sides). Push them together so that the sides are at the shortest length. That will give them the most strength and resistance to bending while packaged. Wrap them in bubble wrap or other protective packaging material. All other pieces should be disassembled and placed in the box with a layer of packaging material separating each piece so that no metal is hitting metal. Please put the set-up directions along with the hardware in a plastic zip-lock style baggie and staple it shut so that the pieces do not fall out of the bag and scatter during transit (because the box is heavy, often times the carriers drag the boxes rather than carry them, thereby ripping holes in the corners of the box. If the bag opens in transit then, those small pieces will be lost).