

EVACSAK® Return Policy and Replacement Terms



Return Policy

If you are not satisfied with one of our products at the time you receive it, please return it in its original packaging to the store or website where it was purchased within 30 days, for a refund - minus shipping and handling. You must present a valid sales receipt in order to receive a refund.

5 Year Replacement Guarantee

If one of our products fails due to defects in materials and / or workmanship, return it to the store or website where it was purchased or to Pet Evac, LLC for replacement. The cost of return shipping will be the responsibility of the shipper. Damage caused by accident, improper care, improper use, negligence, normal wear and tear or the natural breakdown of colors and materials over an extended time, are not covered under this guarantee. You must present a valid sales receipt in order to exercise the terms of this guarantee. It is agreed that product replacement is the exclusive remedy available from Pet Evac, LLC .

Returning Your Product

If you need to return your product for one of the reasons above please send it to us at the following address for inspection and repair:

Pet Evac, LLC
Warranty Department
PO Box 643
La Center, WA 98629

We would prefer that you send the item using a shipping method that will provide you with a tracking number, and require a signature upon delivery. Please make sure that the shipping is prepaid and the package is insured for full replacement value. Please enclose a short note that includes your name, phone number, and include a street address or a place where someone will be available to sign for a package. Please mark the areas in question on the product with colored tape or masking tape, so we can find them easily, and make sure that your note describes their location. Please insure your product for its full value when you send it to us. The Warranty Department does not require or issue return authorizations numbers but please include a copy of your original purchase receipt with your return.