

POLICY



Privacy Policy

The privacy of your personal information is important to us. We ensure that we will never disclose your personal information to anyone, for any reason. At no time will From The **Heart** Doggie Wear ever share, sell, or provide either of our email lists to other companies or individuals.

The checkout and account areas of From The **Heart** Doggie Wear are secured using SSL technology. This technology is the most advanced security technology available today and ensures that your credit card number and personal data are never sent over the Internet unencrypted.

Payment Information

We accept Visa, MasterCard, Discover, American Express, via PayPal. All prices are displayed and charged in U.S. currency. When paying with PayPal, your account is automatically debited as soon as your order has been placed.



Return/Exchange Policy

We want to make sure that your dog absolutely loves his or her shopping experience at From The **Heart** Doggie Wear which is why we offer a 30 day guarantee under the following guidelines:

All returns/exchanges must be in original packaging with tags attached, unused and in sellable condition.

You will receive complimentary shipping on the new item back to you for your first [exchange](#) (within the continental US only). If there is a price difference with your exchange, any exceeding amount will be charged to your credit card on file and any remaining amount will be sent to you as a store credit. If you are making an exchange, please avoid placing a new order through our web site. If you place a new order, your returned item will be treated as a return and you will not be eligible for exchange free shipping. After your first exchange, each exchange will incur a shipping charge.

Return/Exchange Exceptions

We cannot issue refunds on Sale Items. A store credit will be issued for any Sale Items returned.

Return/Exchange Instructions

Please read our return policy and exceptions carefully before sending back your item(s).

For all returns, please contact From The **Heart** Doggie Wear to request a return slip.

Questions or Comments

If you have any questions or comment please visit our [Contact Page](#).

SHIPPING



Shipping

Flat rate shipping through USPS ground. *(Estimate 1- 7 business day; excluding oversized packaging and international deliveries.) The delivery time noted does not include processing time.*

Please note: *Special order items can take additional time. (Even if you choose an expedited shipping method.)* Email or call us at 323-735-7973 for more information on delivery time for your order.

All garments are specially made, therefore processing times may vary depending on the item's availability. Please, allow 7 – 14 business days, for processing of all orders. *(The estimated shipping time noted does not include transit time.)*

Once we are in receipt of your order, you will receive a confirmation email. We will notify you via email when your order has been processed and is ready to ship.

Liability

*Please be mindful when purchasing your order as From The **Heart** Doggie Wear is not liable for any mishaps that may occur involving your pet.*

Questions or Comments

If you have any other questions or comments please visit our [Contact Page](#).