

Pet Palette U.S. Shipping Policies

Shipping Made Easier

Preferred Shipper will be FedEx

Pet Palette has the right to modify or restrict our shipping policy at any time.

\$150.00 minimum order

Orders ship within 2-5 business days. If we can ship your order sooner, we will!

IMPORTANT:

- Please include your open days/hours to receive delivery in the 'Message to Vendor' section at checkout. *If your delivery address is within an area of the US with local delivery restrictions, your order may be delayed until the restrictions have been lifted.*
- If you have an order that requires special attention, please include those details in the 'Message to Vendor' section at checkout.
- Pet Palette does not charge credit cards until orders ship! We accept Visa, MasterCard, Amex, Discover. Sorry, no Paypal or wire transfers are accepted at this time.

All international orders must ship to a U.S. address or US based Freight

Forwarder. Please note that certain brands do not allow for sales outside of the US. Please contact your representative for more details

Free Standard Ground Shipping to the contiguous 48 states only

- Orders of \$500 or more after discounts are applied will ship free

Our ESP Program will still be offered to:

- Canada
- Alaska, Hawaii, Us Virgin Islands, Puerto Rico
- US Territories outside the contiguous states

These can ship direct via USPS or UPS. Please contact shipping@petpalette.com for more details

Shortage Claims

Shortage claims must be requested within 48 hours of invoiced date. Occasionally we miss an item when picking an order.

If you feel that you have been shorted on your recent order please email your claim to orders@petpalette.com so we can properly assist. Your claim will be reviewed within 5 business days and once confirmed, a credit will be set up on your account. Once you receive your credit information in the return email, we suggest placing the shorted item(s) on your next stocking order.

Refused Packages

If your order shows up from the shipper damaged please accept the package and email us at orders@petpalette.com. Refusing packages does not guarantee credit and can cause a delay in processing. It is important to have an RA# associated with your returned product(s) to ensure proper credits.

Pet Palette Returns Policy

We understand that sometimes items need to be returned. If your items are brand new in the packaging and can be sold as new, we will consider them for return. For any return requests please email us at orders@petpalette.com so we can assist you properly.

If approved, your RA# will be provided to you within 5 business days of submitting the request.

How to make a return once you have the RA#:

1. Place the item(s) in a shipping box with the RA# clearly marked on the return label
2. Affix a shipping label to the box and mail it to: Pet Palette 1332 Londontown Blvd. Suite 230 Sykesville, MD 21784

Shipping your return:

To ensure maximum refund amount please follow these instructions below before sending your item(s) to Pet Palette:

1. Please do not ship product in the retail box (unless shipped to you that way)
2. Do not write RA# on the product retail packaging
3. Ensure product is secure to avoid damages. If items arrive damaged a credit may be voided
4. **Return requests may incur a 25% restock fee**

Damaged Packages

If your order shows up from the shipper damaged please accept the package and email us at orders@petpalette.com. Please send pictures of the box product was shipped in and the damaged product. Refusing packages does not guarantee credit and can cause a delay in processing. It is important to have an RA# associated with your returned product(s) to ensure proper

Third Party Marketplace Policy

Retailers are prohibited from using third party retail platforms (3P) for the display, promotion, sale, or fulfillment of any product from select vendors.

Third Party Marketplace (3P) platforms include, but are not limited to, Amazon, eBay, Walmart, Jet, Sears, Newegg and Rakuten. This policy applies to all products from and all other current and future Pet Palette consumer brands.

Failure to comply with this policy may result in the loss of your Pet Palette account.

Manufacturer Specific Policies

Other manufacturers may have their own policies regarding 3P channel restrictions, minimum advertised price (MAP), MSRP or sales territories. A complete list of all Pet Palette policies and available manufacturer policies can be found on the [MSRP and Sales Policy](#) page.

Accounting Information

General

Payment Remittance Address

Pet Palette, LLC.
1332 Londontown Blvd.
Suite 230
Sykesville, MD 21784

Accounts Receivable Phone

AR Phone: 410-795-4444

Accounting Contacts

Bookkeeper – Marina Pantilus
marina@petpalette.com
Ext. 113

Accounts Receivable, Credit Card, ACH – Brian Scherr
brian@petpalette.com
Ext.102

Pet Palette Credit and Terms

We take pride in our excellent Accounts Receivable staff and will work with you to find payment terms that suit us both. Each new domestic account is opened with Credit Card terms. Extended terms options are available upon approval from our Accounts Receivable department.

Billing

All accounts with an open balance receive a statement once a month via a specified email address. All accounts will receive their invoice with their order or if they choose to also receive an invoice to a specified email address. Contact billing@petpalette.com to set your preference.

Payment Options

Pet Palette accepts credit card payments on Net balances. Net invoices and account balances will need to be paid using either check or ACH.

Forms & Applications

Credit applications generally take up to 1 week to process. Please email Billing@petpalette.com for an application for terms

Address and Account Changes

For address changes or other account information updates or for further questions, Email: accounting@petpalette.com

Additional Contact Information

Customer Service
8:30 a.m. to 5:00 p.m. EST Monday - Friday
orders@petpalette.com | 410-795-4444

Accounts Receivable General Contact
8:30 a.m. to 5:00 p.m. EST Monday - Friday
Billing@petpalette.com | 410-795-4444

Mailing Address

Corporate Office and Warehouse
1332 Londontown Blvd.
Suite 230
Sykesville, MD 21784