

EXCHANGE & RETURN POLICY

Save time and money: measure twice, purchase once. If for any reason you would like to return or exchange your product(s), we will happily accept for exchange only.

Please note the following criteria:

- Items must be exchanged within 21 days of delivery. Package must be postmarked within 21 days of delivery.
- All items must be brand new, unwashed, and hair-free
- Include a note with your Order Number

Send items to:

Humble Wag
Dept. Returns & Exchanges
4712 Admiralty Way #1227
Marina del Rey, CA 90292

Customer is responsible for associated shipping costs. Shipping costs from original order will not be refunded due to an exchange. We recommend using a tracking shipping service, as we cannot guarantee we will receive your item.

Once the exchange is received, inspected, and approved based on our policy above, please allow 5-7 days for processing. During the exchange process we suggest that you email to notify us of this exchange at info@humblewag.com to ensure that we still have stock left of the size/item you are requesting.

EXCLUSIONS: All sales of custom products and Made-to-Order items are final and not returnable. All items marked FINAL SALE on the product page will not be returnable.

DEFECTS

In the case that your item is damaged upon arrival, please reach out to us within twenty-one (21) days of receiving the product, in order for us to be able to replace the item.

SHIPPING

Shipping may take longer due to the impact of COVID-19 and may add additional business days to arrive. All couriers including USPS are currently experiencing delays with shipping and updating tracking information.

Custom order items can take 2-3 weeks to arrive. You do not need to purchase a faster shipping option at checkout for any items purchased as the standard shipping time above applies.

INTERNATIONAL SHIPPING

We currently ship to a few select countries - Canada and the United Kingdom. Most orders take 1-2 business days to process and leave our warehouse. Shipping costs and timeframe depends on the country. We are not responsible for shipping delays outside of our control. **Humble Wag is NOT responsible for any customs or tariff fee/import duty that may be imposed. These fees are the responsibility of the buyer and are not covered by the shipping costs.**

Shipping cost depends on your exact location and is calculated at checkout. Due to COVID, the estimation for package arrival to an

international country varies. Faster shipping options are available on the checkout page for an additional cost.

Questions?

For any questions or concerns, please use the contact form or email us at info@humblewag.com.

We will be in touch with you within 24 hours!