

Our Guarantee:

If for any reason you are not completely satisfied with any product purchased from us, we will repair or replace it, or provide a full refund (at our option), provided it is returned within the allowable return period. See below for complete details concerning our return and refund policies. (Sorry, we cannot guarantee toys that have been damaged by over-aggressive chewing.)

- Terms and Conditions -

Prices:

Prices are subject to change without notice. We strive to keep the published prices valid for all items listed in this Catalogue. Major price increases will be published in our Sale Flyers and on our Web Site. Our Customer Service Reps will be happy to verify current pricing for you on items you are considering for purchase.

Shipping Procedures:

Shipping charges are determined by size, weight and by the carrier chosen. Packages shipped by Courier are not guaranteed to arrive the next day particularly in rural and outlying areas. You may request 9:00am or 10:30am delivery, but please note this service is more expensive. All packages are shipped via Canada Post or courier. This is to be specified at the time of the order by the customer. You may also request to have your order sent "**least expensive way**", allowing us to select the most economical Carrier. All FOB items will be shipped via courier.

Please note that Couriers Do Not Deliver to P.O. Box addresses and they require that someone be present to sign for all packages. If nobody is available to sign for the delivery, the Courier will leave an **attempted delivery notice**. They will attempt delivery on the following day and again on the 3rd day. After that point the parcel will be returned to us at the customers expense.

For Canadian orders under \$25.00 there is a \$5.00 minimum handling fee. This fee is in addition to shipping charges.

US & INTERNATIONAL CUSTOMERS: Please note that there is a \$50.00 CAD minimum required (taxes and shipping excluded) for any and all International Order Processing. (Including USA) All international orders will be shipped by courier only.

Shipping charge rebates: (Canadian orders only)

– Orders of over \$750.00; We pay half the shipping charges (except on FOB items).

– Orders of over \$1500.00; We pay all shipping charges (except for FOB items).

Orders that meet the above rebate levels will be shipped "least expensive way". If the customer wishes to specify the Courier, they will be responsible for the difference in shipping charges.

Rush Orders:

Rush orders must be received by our office by 12:00 noon to receive same day attention. Orders received after 12:00 noon will be processed the next business day. A \$7.00 processing charge will be applied to all rush orders in addition to the Courier charge. We do not guarantee that the Courier will deliver the parcel the next business day. (see above: Shipping Procedures).

Damaged Packages:

Please inspect your order upon receipt. Packages that are obviously damaged should be refused and left with the carrier as it is their responsibility for damage occurring in transit. If the condition of the package is questionable, make sure that the carrier makes note of it **before** you sign the delivery record. Failure to do so will make any future claim more difficult and possibly void the claim. Please inform our office immediately if you receive a damaged shipment.

Defective Products:

Items should be inspected and tested IMMEDIATELY upon receipt. If a product is defective upon receipt or fails within the allowable return period, it may be returned to our office for replacement or refund. If the product fails after the allowable return period, it becomes the responsibility of the Manufacturer to repair or replace the item under the terms of their warranty. Please retain your original invoice for proof of purchase.

Returns:

Allowable Time Period for Returns:

Electronic items, training equipment, scissors, clippers, clipper blades and dryers must be returned within 14 days from shipping date. All other items must be returned within a 30 day period. Any item returned after the allowable period will be subject to a 20% restocking charge. No returns will be accepted after a 60 day period. Items returned for credit must be in resalable condition, with the original packaging, and with all parts intact. **Book and toy sales are final.** Any returned item which does not meet the above requirements will not be accepted and will be returned at the customer's expense.

If an item has to be returned, **authorization from our office is required prior to its return.** Simply call Customer Service at 1-800-268-3716 and inform one of our operators of the problem & items being returned. Failure to do so will delay the return process. The Customer Service rep will give you instructions on how to ship the item back most efficiently, or arrange to have it picked up by courier. Returned items must be sent postage prepaid. **WE DO NOT ACCEPT C.O.D. PACKAGES.**

Please include a note stating the reason for the return and whether or not you would like the product to be repaired, replaced, or refunded.

Returns will be processed in the order that they are received.

Back Orders:

When placing an order please indicate whether or not you would like us to backorder out of stock items. Unfortunately, due to the volume of orders that we receive, we are not always able to call back and inform you if an item is unavailable. This will help us to process your order within 48 hours of receipt. If you wish your order to be sent complete this must be specified at the time you place your order. Also, please keep in mind that this can be a lengthy process and we cannot guarantee delivery dates from our suppliers. If the total value of the items back-ordered exceeds \$25.00, they will remain on back-order for 60 days unless otherwise specified. Backorders totalling less than \$25.00 will be deleted and will have to be re-ordered at a later date. Please note that applicable shipping charges will be applied to back-order shipments.

Agility	91,92
Bank Units and Modular Cages	114
Bark Control Collars	89
Barriers	110,111
Bathing Tubs	47,48
Bathing Systems	49,50
Bathing Accessories	50,51
Beds	104,105
Behavioural Control Devices	88,89
Bells	93
Books	142-145
Bowls and Pails	120,121
Bows	72
Breeder and Vet Supplies	83
Brushes	22-26
Cages and Accessories	106,107
Chainware	96,97
Cleaners and Disinfectants	86,87
Clickers	92
Clippers	1-8
Clipper Accesories	2
Clipper Blades	2,5,7
Clipper Combs	12
Clipper Parts	9
Clipper Maintenance	11
Chalks and Powders	69,70
Cologne	68
Combs	27-29
Conditioners	53-64
Dematting Tools	30-32
Dental Care	73,74
Dispensers and Mixing Bottles	49
Dog Boots	103
Dog Signs	142
Doors	115
Dryers	37-40
Dryer Parts	41
Dumbbells	92
DVDs	146,147
Ear Care	76,77

Electric Tables	43,44
Elizabethan Collars	83
Exercisise Pens	108
Eye Care	77
Fabric Cages	107
Flea and Tick Control	65
Food and Water Storage	120,121
Foot Care	78,103
Ground Cover Mats	116
Grooming Apparel	52
Grooming Arms, Saddles and Clamps	42,43
Grooming Gloves	25
Grooming Powder and Chalk	69,70
Grooming Tables	42
Grooming Rakes	30-32
Grooming Restraints	45,46
Ground Stakes	116
Hair Spray Dyes and Gel	71
Halters	100
Harnesses	100
Headcollars	90
Hemostats	83
Housebreaking Aids	93
Hydraulic Tables	43,44
In Ground Fencing	88
Latex Bands	72
Leather Leads & Collars	95
Life Jackets	102
Litter Scoops	85
Muzzles	90
Nail Clippers	35,36
Nail Care Accessories	36
Nail Grinders	35
Nylon Leads and Collars	98
Obedience Equipment	88-93
Odour Control	68,86,87
Paw Care	78,103
Pest Control	65
Pet Apparel	102,103
Pet Beds	104,105

Pet Cages	106,107
Pet Gates	110,111
Pet Steps and Ramps	112
Portable Pet Carriers	109,116
Portable Kennels	109
Rawhide Treats	126
Remote Trainers	88
Retractable Leads	99
Ribbon	72
Rope Bones	132
Sanitation	84-87
Sanitary Pads	83
Scissors	15-20
Scissor Accessories	21
Septic Systems	85
Shadescreens	116
Shampoo	53-64
Shedding Tools	32-34
Show Leads & Collars	97,98
Skin and Coat Care	75
Spray Hoses	50
Stain Removers	86,87
Stripping Tools	33,34
Tack Boxes	13
Taping Supplies	83
TieOut Cables	116
Toys	129-141
Towels and Shammys	51
Training Collars	88,89,96,97
Training and Obedience Supplies	88-93
Travel Gear	101
Treats	122-128
Vacuum Systems	14
Vehicle Barriers	113
Veterinary Supplies	82,83
Vitamins and Supplements	78-82
Waste Control and Removal	84,85
Whelping Supplies	82,83
Whistles	93

#1 All Systems	24,28,53,69,70,75,76
AK-9	98,100
Acme	93
Alexander's Own	64
Andis	1-3,8,9,11-13,40
Andre Apparel	52
Arronco	30
Ascot	44
A Touch of Love	66-67,78
Bambo	32,51
Barbicide	11,21
Bark 2 Basics	54,68,76
Bathmaster	49
Best Shot	55,65,68,75,76
BioGroom	36,56,57,65,68,70,75-78
Biologic Vet	81
Booda Velvet	138
Canine Hardware	136,137
Cardinal	110,111
Cattleranch	126
Cazman	16,17,26,29-31,36,42,46,59,60,72
Charlee Bear	122
Charming Pet	134,135
Chris Christensen	20-23,27,33,34,40,41,51
Chris Christensen	58,59,69-71,74,76
CKC	140
Classic	25,26,28-30,33-35,46,74
Classic	76,83,90,92,96,100,121
Clippercide	11
Clipper Vac	14
Coat Handler	60,75
CoFlex	83
Crown Royale	61,70
Crump's Naturals	124
Darford	125
Davis Mfg	71
Diamond Eye	77
Dog Games	91
Doggie Dooley	85,137
Doskocil/Petmate	87,104,109,117,120
Double K	13,37
Dremel	35
Dri-Eaz	40
EarthBath	75-77,117
Edemco	39,43,48,112,114
Eight In One	78
EnviroFresh	74,87
EZ Care	52
Flexi Lead	99
Flexrake	84,85
Flossy Chews	132
Four Paws	36,73,82,84,93,117,142
Freedom Environmental	86
Freerange	128

Fur Fiend	32
Furminator	32,63
Geib	15
General Cage	85,100,107,113,118
Gentle Leader	90
Gimborn	36,76,77,120
Groomer's Edge	62,65,68
Groomer's Best	47
Groomer's Goop	63
Groomer's Helper	42,45
Halti	90
Hanvey	46,49
Hauptner	33
Heiniger	8
Heritage	19,21
Hex Armor	45
Hoka Mix	80
HomeoPet	81
Innotek	88,89
Jodi Murphy DVD Series	146,147
JW Pet	24,29,32,34,35,120,133,135
K9 Dryers	39
Kennel Deck	116
Ketchum	82
Kidco Gates	110
Kong	74,83,119,123,129-132,135-137
Lawrence	26
Lupi Harness	100
MacPherson	125
Manic Panic	71
Mars	31,33
Mark & Chappell	93
Mat Breaker	30
Mason Pearson	24
Mendota	93-95
Merrick	127
Metro	13,38,41,44,51,106
Millers Forge	18,19,26,36
Missing Link	80
Mr. Groom	69
Multipet	139
Multivet	89,119
MuttluK Boots	103
Natural Chemistry	86
NatureVet	79,84,117
Northern Biscuit	125
Northstate Pet Gates	108,111
NuHemp	78
Nylabone	74,131
Nzymes	80
Old Mother Hubbard	125
Omega Paw	120
Orange aPEEL	87
Oster	4,5,8,9,11,12,35,40

Outward Hound	13,101,102,113
Paws For Thought	48,112
Paw Paw Pet Products	141
Pawz	103
PetAg	82
Pet Gear Inc.	112
Petluxe	104,116
Petmate/Doskocil	87,104,109,117,120
Petrodex	73
Petsafe	88,89,91,115
Petsport USA	141
Pet Doors USA	115
Petstages	138
Petz International	128
PetzLife	74
PPP	36,65,75,77,83,87
Precision Pet Products	85,93,105-108,113,118
Pro Line	55
PSI	25,30,90,120
PSH	34,83,95,96,104,107
Quick See	36
Resco	29,35,46,97
Ring 5	96
Rinse Ace	50
RollOver (Farm Meats)	122
Sadies Choice	75
SaniCare	86
SeaYu	87
Shaws	78
Show Off	72
Simon's	118
Simply Fido	139
Sittin Pretty	124
Snuggle Safe	83
Solid Gold	81,93
Spectacular Fabrics	102
Sporn Training	100
Spot Brand	140
Star Mark	130
The Stuff	69
TJ Trading	116
Triple Crown	92,123,129,135
Triple Pet	73
Tropiclean	63,68,75
Universal Slickers	26
Urine Erase	87
Urine Off	86
Velcote	78
Vittle Vault	120
Wahl	6,7,9,11-13,45,64
Wellness	118,124
White Dog Enterprises	72,142
Zodiac	65
Zukes	118,126