



## 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 Accessories           | 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       |
| Exercise 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               |