

General Terms and Conditions

- All Petmind products are covered by a full warranty for specific periods for each part, which are subject to different warranty periods depending on the nature of the product in terms of industrial aspects, usage pattern, and design.
- The warranty is automatically activated from the date of the first purchase.
- The warranty is valid only upon presenting the purchase invoice and the warranty certificate attached to the product, which contains the product details and serial number, in case of maintenance or replacement under the terms and conditions.
- Maintenance and replacement services for Petmind products cannot be activated unless the documents mentioned above and the warranty certificate are presented along with the service request.
- Petmind may repair or replace the product without any charges to the buyer according to the terms, and Petmind may repair the product with new or refurbished replacement parts if any defects are found in these parts during the specified warranty period for the product.
- Maintenance operations are carried out by Petmind as deemed appropriate, either through repair or replacement after completing the inspection of the products. The company will attempt to repair before proceeding with replacement whenever possible and without affecting the efficiency or general operating condition and characteristics of the product.

- Maintenance operations must be carried out by Petmind. In case of using external maintenance services and/or those not approved by Petmind, the warranty is considered invalid in this case, and Petmind will not be responsible for any resulting consequences, including any compensations or claims, and will not bear any responsibility for any damages that may occur in the case of using external maintenance services.
- The warranty does not cover transportation costs or risks may occur during the transportation of the product to/from the maintenance site of Petmind.
- In case of repair or replacement, the warranty period does not include renewal or extension of the period on the replaced parts or the entire product in case of product replacement.
- Petmind reserves the right to claim any fees for repair | maintenance services, as the warranty does not apply to all cases except for defects related to manufacturing or the materials used in production.

Limitations and Exclusions:

- The warranty program covers the tangible/hard components of the product.
- The product is tested by Petmind team before the delivery process to ensure the product works accurately, which may result in water signs inside the product's attachments.

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- Petmind is not legally responsible for any losses or damages resulting from the products or services provided, including the price of the product, loss, profits, returns, economic or moral losses.

Product Replacement Policy:

- The buyer has the right to replace the product within 14 days from the date of purchase in the case of manufacturing defects while, the buyer will not incur any expenses related to shipping and returning the replacement product. This does not apply to cases of personal misuse.

Product Return Policy:

- The buyer has the right to return the product within 14 days from the date of purchase in the case of manufacturing defects. This does not apply to cases of personal misuse, and the buyer will not incur any expenses related to shipping and returning the product.
- Returns are not accepted if the customer decides the product is not suitable for their space or setup after opening or using it.
- If the product remains completely unused and sealed in its original packaging, customers may request a return within 14 days of receipt. In this case, the customer is responsible for all applicable shipping costs, including both the original delivery and the return shipment.

Returns or refunds will not be accepted due to:

- Dog training difficulties
- Behavioral or habit change failures
- Misuse or improper handling of the product

Please note that Petmind does not provide guaranteed training outcomes, and potty training success depends on the owner's commitment and consistency. Any behavioral training remains the customer's responsibility.

Legal Rights:

- The buyer retains all legal rights under national laws, and the warranty program does not affect the buyer's legal rights.
- The buyer is responsible for any costs associated with any malfunctions not covered by the warranty program.
- These terms are subject to modification without prior notice, in which does not affect the buyer's rights under the warranty program.

Warranty Program Limits

Petmind guarantees the products within the limits of the different warranty programs and coverage. This warranty is subject to the periods granted for the parts in the coverage table, as follows:

Product Name	Parts	Coverage	Coverage Duration #month
Cuboid	Main Base	Color, Cracks	6
	Plastic Tray	Color, Cracks	6
	Water Components	Damage	3