



**Q: How long can I leave the HelpEmUp harness on my dog?**

**A:** It can be worn 24/7 but we do not recommend this on a daily basis. Use it as long as you need to and then take it off. We also suggest that you take it off at night and let your dog sleep without it. Also, If you are leaving it on for extended periods please check for hot spots and overheating as it can become uncomfortable for your dog if left on for too long a time. When getting started with the harness, let your dog wear it for short lengths of time to let them become accustomed to wearing it. Also, watch for them chewing on it when left alone.

**Q: Is it possible for my dog to urinate and defecate wearing the harness?**

**A:** Yes! Neither males or females have problems defecating with the harness - as the support straps that come up between their hind legs are held apart by the dogs tail, giving consistent clearance for defecation. Female dogs have no urinating issues for the same reason. Most male dogs can use the conventional harness without issue, as their penis generally will come out in front of the belly band - giving them good clearance to urinate. However, for those male dogs whose penis starts further back, between their hind legs, the tip of their penis may be partially covered by the belly band. For them we have a male version that provides a cutout for penis clearance.

**Q: Is my harness washable?**

**A:** Yes, all of our harnesses can be machine or hand washed - but we recommend air drying. Dryers tend to dry out the neoprene over time. We do not recommend the use of bleach or other harsh detergents but mild soaps work great. Urine odor can be a problem so try to clean regularly and white vinegar and water in a 1 to 3 percentage works pretty well to cut the smell.

**Q: Sizing?**

**A:** We have a separate PDF devoted to sizing but for a quick take - we currently make three versions: Medium for dogs 30 to 60 Lbs., Large for dogs 60 to 100 Lbs. and Extra Large for dogs 100 to 160 roughly [Owners have had it on even larger dogs with excellent results]. We use weight to get us in the ball park and then we get more specific with dimensions of neck, chest and waist becoming more important. We build a lot of flexibility into each of our harnesses as dogs come in all shapes and sizes. But from time to time we need to mix a larger front half with a smaller Hip Lift [back half] and we are happy to do so - as a good fit makes for a happier dog. For more specific dimensions go to the sizing chart or call for help. 303-477-2201

**Q: How can I get my Hip lift [back half] to become smaller?**

**A:** First of all, your harness is shipped with the excess straps tucked into the protective neoprene sleeves. Pull these straps out of the sleeves to tighten your harness adequately. You can tighten the straps enough that these sleeves will bunch down, if you will, to make the back half smaller by another 4 inches or so in diameter. If you need to make it even smaller these sleeves can be shortened or even removed by cutting them off with a pair of scissors - but be careful not to cut the strap itself. If in estimating that this technique will not do the trick call us before cutting the sleeves and we can swap out your Hip Lift for a smaller version.

**Q: What is our return policy?**

**A:** We allow ten days for you to try the harness and if in that time if your dog is not responding well to the harness you can return it for a complete refund minus a \$10.00 Cleaning/Restocking fee. You can send it back via U.S. Postal or whatever is easiest for you. Our return address is: Blue Dog Designs, 1441 Central Street, Suite 510, Denver, CO 80211. Your refund takes about two weeks to process and we will send a check for orders that were taken over the phone and a credit card refund will be issued for online orders. Please drop in a note or a copy of the sales receipt that came with your online order.



**Q: Can I use the back end [Hip Lift] by itself?**

**A:** The front half of the harness can be used alone but the Hip Lift [back Half] needs the connection to the front half to stay in place, otherwise it can slip off and could cause injury. However, with that said, it can be used by itself but only for a brief lift and is not meant to be left on by itself for longer periods of time.

**Q: How can we set up an account with Blue Dog and do we have wholesale pricing?**

**A:** Our harness is available for resale to qualified accounts. Please call us to set up an account : 303-477-2201 We require a credit card to guarantee purchases and wholesale pricing is available on request.

**Q: What are my shipping options?**

**A:** Prices for shipping are listed in our store but here is a quick rundown. Ordinarily we ship most harnesses via FedEx Ground which takes 4 to 5 working days and costs \$12.00 including handling. We also offer FedEx Two day at \$24.00 and overnight at \$34.00. Any shipment that is due to be delivered on a Saturday will be charged a priority fee and varies to location. These prices are available to customers in the US only. For Canada we ship via FedEx International Ground and prices vary to provinces. They generally take about 3 to 4 days and duties and taxes will be billed to you. Faster service is available to Canada but needs to be arranged in advance. Call us at 303-477-2201 for quicker service and a quote.

For all other countries we can ship via FedEx International but you need to contact us for advance notice and for a quote. Taxes and Duties are additional and will be billed to you. We can also ship via U.S. Postal which generally has a lower cost but cannot be tracked.

For business accounts larger shipments will be sent FedEx Ground unless otherwise requested. Costs will vary by weight.

Disputes over lost or late shipments will be handled through Blue Dog, please call or e-mail for lost articles and we will process your claim with FedEx.

Typically we mark all shipments to be left with no signature required. Please let us know if you need signature required.

**Q: What can I do with my harness if I no longer need it?**

**A:** We are frequently asked this question and we suggest you donate it to your Vet, Vet Hospital or therapist as there are many dogs who are in need of its support. We also suggest a donation to your favorite animal shelter or adoption clinic as they will put the harness to good use.

**Q: What can I do if my pup chews off a part of the harness or I need a second front or back half?**

**A:** We do our best to replace Fastex Fasteners whenever we can but from time to time the destruction is a bit more severe. We can sell you a replacement half of the harness in those instances. We do also sell front and back halves separately for this reason but many owners purchase a second half to have one on hand for cleaning purposes. Call to arrange to have a second harness half shipped. Also male half of the fasteners can be removed and replaced. You just cut off the folded edge that keeps it from sliding off the strap and replace with a same sized fastener. These fasteners are carried by companies like Eastern Mountain Sports and REI as well as some regional chains that specialize in outdoor gear. Hunting and fishing companies have them as well. Check to make sure the fastener fits into your female piece before buying as many of these part look similar but are slightly different in size.