

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

A: It can be worn for extended periods of time. Use it as long as you need to and then if possible-give your dog a break from it. We also suggest that you take it off at night to let your dog sleep without it. If you are leaving it on for extended periods please check for hot spots as it can rub in areas of contact if left on for too long. When getting started let your dog wear it for short periods of time to let them become accustomed to wearing it. Also important, 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 should have problems defecating with the harness if properly fitted. The support straps that rise up between their hind legs are generally held apart by your dogs tail, giving clearance for defecation. Female dogs generally have few urinating issues for the same reason but occasionally when their urethra is located lower between their hind legs there may be some interference. 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. Watch for urinating on the harness as it can cause a rash on the skin if left to irritate over time. Clean it regularly!

Q: Is my harness washable?

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

Q: Sizing?

A: We have a separate PDF devoted to sizing but for a quick take - we currently make four versions: Small for Dogs 10 to 30 Lbs, Medium for dogs 30 to 70 Lbs., Large for dogs 70 to 110 Lbs. and Extra Large for dogs 110 to 220. [Call us at 720-237-6852 if you have questions about sizing]. We use weight to get in the ball park but then we get more specific with dimensions of neck, chest and waist becoming more important. We build flexibility into each of our harnesses as dogs come in all shapes and sizes and from time to time we will mix a larger front half with a smaller Hip Lift [back half]. 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. 720-237-6852

Q: How can I get my harness to become smaller?

A: Your harness is shipped with additional strap tucked into the protective neoprene sleeves on the front half. Pull these straps out of the sleeves to tighten your harness completely. If you need to tighten these straps so that these sleeves end up bunching down and interfering, you may need to take them off. We suggest slipping them off as they may be needed later. If you cannot slip them off you can also cut them off with a pair of scissors - be careful not to cut the strap itself. If the removing of sleeves does not appear to work call us and we can swap out your version for a smaller one.

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 temporary 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 : 720-237-6852 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 list. Standard shipping is 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 \$40.00. 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 International Express - prices vary to provinces. International Ground takes about 3 to 4 days and FedEx International includes Overnight [24 hours] and International Priority [2 days]. Call us at 303-477-2201 for a quote.

For all other countries we ship via FedEx International Priority. Contact us in advance for a quote. Taxes and Duties may be additional.

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

Disputes over lost or late shipments can be handled through Blue Dog or through PayPal. Please call or e-mail for lost articles and we will process a claim with FedEx or reship the harness.

Typically we mark all shipments to be left "No signature required". Please let us know if you prefer "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 Physical 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 also 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 also sell front and back halves separately for this reason in our accessory section. Many owners also purchase a second half to have on hand for cleaning purposes.

Also male halves 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 the same sized fastener. These fasteners are carried by many 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 parts look similar but are slightly different in dimensions.