



Our No Hassle Exchange Policy

If necessary, product purchased directly from Paw Prosper, makers of the Help 'Em Up Harness, may be exchanged within 7-days of receipt for a size exchange or exchange of style for the rear hip-harness (conventional or u-band only). This is referred to as either a **Size Exchange** or a **SWAP** of the rear hip-lift. We will cover the cost to ship this new item to you but you are responsible for return shipping fees back to us for your exchange. **Please call ahead for authorization to make your exchange with us.**

All Sales are Final

The Help 'Em Up Harness™ is a highly specialized therapeutic device. We do not accept returns. Limited exceptions are made for **never-worn** product in an **unopened** package. **Please call ahead for authorization to make your return with us.** A refund for a never-used/unopened product does not include shipping or handling charges. You are responsible for the return shipping fee. Refunds are processed approximately two-weeks after we are in receipt of your unopen/never-used product and will credit back to your original form of payment less the shipping and handling charge. Returns of used product are not eligible for a refund and will be returned at the customer's expense or donated to an animal rescue or shelter. You may also consider donating your harness to your veterinarian or a local shelter to help another dog in need.

1-Year Warranty Policy

Paw Prosper warrants all harnesses and walking accessories against defects in materials and workmanship. This guarantee does not cover defects caused by accidents, damage due to excessive wear, unnatural abuse, modifications or alteration of the original product.

How to Exchange your Items

Exchanges will not be accepted without this completed form and a copy of your receipt.

1. Fill out this form completely and legibly and include in return box.
2. Pack the product(s) to be exchanged as well as your receipt in the box. We are not responsible for any damage or loss of product in transit back to us.
3. To ensure the package arrives back to us safely and timely, ship via pre-paid method such as USPS or UPS. We **can not** accept C.O.D. deliveries or any packages without a return shipping address. For your protection, we suggest using a trackable and insured method, although it is not required.

Send all Shipments to: Paw Prosper, 16304 E 32nd Ave., Suite 40, Aurora CO 80011

Check one: Need to Exchange Returning Unused for Refund Warranty Replacement I have already Swapped product with you; returning merchandise and all work is complete.

Reason for Return: Wrong Size Wrong Style (hip-lift) Defective Dog passed Other

Today's Date:		Date of Purchase:			
Payment Method: <input type="checkbox"/> Online from www.helpemup.com or		<input type="checkbox"/> Phone Order			
Name:					
Address:	City	State	Zip	Country	
Phone:	E-Mail:				
Additional Comments or Suggestions:					

Questions? Please call: 720-237-6852 or email customer service at: info@helpemup.com