

RETURNS & EXCHANGES POLICY

At Blue Dog Beverage, we want you to be completely satisfied with your Non-Alcoholic Beverages and Snacks. If for any reason you are not, we will be happy to help make it right.

Return or Exchange Criteria:

- The product must be in its original condition and the packaging that it was delivered in.
- Products must not be damaged or show any signs of wear or use.
- The product must be returned within 30 days of purchase.

How to Request a Return or Exchange:

1. Contact our customer service team at order@bluedogbeverage.com or send us a call or text to 916-388-0408 to initiate the return or exchange process.
2. Provide your Invoice number and the reason for the return or exchange.
3. Our customer service team will provide instructions on how to return the product.
4. Once the product has been received and inspected, we will process the credit or exchange for your account and issue an updated invoice. You will be responsible for the cost of the product until it is returned to our warehouse.

Refunds:

- Refunds will be issued to the original method of payment or be applied as credit on the account.
- Please allow 5-7 business days for the credit to appear on your account.

Shipping:

- The customer is responsible for all shipping costs associated with returning or exchanging products when ordered incorrectly.

Damaged, Expired or Incorrect Product:

- If you receive a damaged expired, or incorrect product, please contact our customer service team at 916-388-0408 or by sending an email to order@bluedogbeverage.com immediately.
- We will issue a replacement or a credit and cover the shipping costs associated with returning the product.

Partials:

- If customer received partial cases that have been re-packaged by Blue Dog Beverage, customers must supply a photo of the expiration date and Blue Dog Beverage will issue the credit

If you have any questions or concerns about our returns and exchanges policy, please do not hesitate to contact our customer service team at **1-916-388-0408** or send us an email to order@bluedogbeverage.com.