



Pet Releaf Partner Policies

MAP and IMAP POLICY

Pet Releaf has established a reputation built around “quality guaranteed” products. In an effort to ensure a consistent portrayal of brand image and quality across all resellers and channels, Pet Releaf has implemented a MAP and IMAP policy.

Our compliance team will actively monitor prices advertised electronically/ in store and provide reasonable time for the merchant in question to correct the defined MAP/ IMAP price(s). If the pricing is not corrected within the defined time period, then Pet Releaf will proceed with corrective actions to stabilize the advertised prices in question.

This policy will only apply to standard advertised retail prices and does not apply to print advertisements, in-store circulars, or other promotional vehicles within the store.

Please note that the items and pricing covered under this policy are subject to change, however any changes outside of our semiannual schedule will be accompanied by a 30 days’ notice from Pet Releaf allowing all resellers the opportunity to correct their pricing prior to enforcement becoming effective on the items in question.

To monitor and enforce this policy, Pet Releaf utilizes internal efforts and technological solutions.

If a MAP/IMAP violation is discovered, Pet Releaf may choose to make an attempt to bring the customer into compliance. If the attempt is deemed unnecessary or is unsuccessful, Pet Releaf will take the following action:

- Retailer will not be permitted to purchase Pet Releaf until pricing has been updated to satisfy MAP.

If the violator is brought into compliance, Pet Releaf will use its discretion and may elect to re-authorize the seller.

Pet Releaf is not permitted to be sold via any third-party services ie: Amazon, Ebay, Chewy.com, etc. Selling privileges will immediately be revoked if partners are found in violation of this policy.

Pet Releaf appreciates your continued support and cooperation. If you have questions regarding MAP/IMAP, please feel free to contact us directly info@petreleaf.com.

RETURN POLICY

Due to Health Department regulations, we are unable to accept physical Returns. We apologize for any inconvenience but feel free to offer the unused products to your friends, your neighbors, or, even better, to a local no-kill animal shelter.

Returns – Customer Satisfaction

If your customer is not fully satisfied with their purchase, they may return the product to you within 30 days. A product return form is required to be completed and returned to accounting@petreleaf.com. Once the form is received, a credit memo will be issued for your purchase price.

Returns / Exchanges – Other than Customer Satisfaction

You have 30 days to return an item from the date that you purchase it. To be eligible for a return, the product must be unused, still in its original packaging, and in the same condition as when you purchased it.

- ✓ **Refunds** - Once we have received your item, we will inspect and evaluate if it’s in the same condition as when it was delivered to you. If approve for a refund, we will refund it to the original method of payment.
- ✓ **Shipping** - You will be responsible for paying the costs of shipping your item back to us. The costs of shipping are non-refundable and non-negotiable. If you are issued a refund, the cost of shipping will be deducted from it.