**Terms of Service**

Welcome to Paws and Whiskers! By accessing or using our website (www.pawsandwhiskers.com), you agree to be bound by the following Terms of Service. Please read them carefully before using our services.

**1. Use of Our Website** You agree to use our site for lawful purposes only. You may not use our website in any way that could damage, disable, or impair it or interfere with other users.

**2. Intellectual Property** All content, trademarks, logos, and product names on this site are the property of Paws and Whiskers and may not be used without prior written consent.

**3. Product Information** We strive to ensure all product information, descriptions, and images are accurate. However, we do not warrant that product descriptions or other content is complete, reliable, or error-free.

**4. Orders and Payments** By placing an order, you agree to provide current, complete, and accurate purchase and account information. We reserve the right to refuse or cancel any order at our discretion.

**5. Returns and Refunds** Please refer to our Returns Policy for information on returns and refunds. We aim to ensure your satisfaction with every product purchased.

**6. Limitation of Liability** Paws and Whiskers shall not be liable for any direct, indirect, incidental, or consequential damages resulting from the use of our products or website.

**7. Modifications** We reserve the right to modify these Terms of Service at any time. Continued use of our site after any changes constitutes your acceptance of the new terms.

**Privacy Policy**

Paws and Whiskers values your privacy and is committed to protecting your personal information. This policy outlines how we collect, use, and protect your information when you visit or make a purchase from our site.

**1. Information We Collect** We collect personal information you provide, such as your name, email address, shipping address, and payment information. We also collect non-personal data through cookies and analytics tools.

**2. How We Use Your Information** We use your information to process transactions, improve our website and customer service, send promotional emails (only with your consent), and comply with legal obligations.

**3. Sharing Your Information** We do not sell, trade, or rent your personal information. We may share information with third-party service providers to help us operate our website and fulfill your orders.

**4. Data Security** We implement a variety of security measures to maintain the safety of your personal information, including SSL encryption and secure payment gateways.

**5. Your Rights** You have the right to access, correct, or delete your personal information. You can opt out of receiving marketing emails at any time.

**6. Changes to This Policy** We reserve the right to update our Privacy Policy as needed. Changes will be posted on this page with an updated revision date.

If you have any questions about our Terms of Service or Privacy Policy, please contact us at support@pawsandwhiskers.com.

**Returns and Refunds Policy**

We want you and your pet to be completely satisfied with your purchase from Paws and Whiskers. If for any reason you are not happy with your order, please review our return and refund terms below:

**1. Eligibility for Returns**

* Items must be returned within 30 days of delivery.
* Products must be unused, unopened, and in their original packaging.
* Proof of purchase is required for all returns.

**2. Non-Returnable Items**

* Opened or used supplements
* Items marked as final sale

**3. How to Initiate a Return** To start a return, please contact our support team at support@pawsandwhiskers.com with your order number and reason for return. We will provide return instructions and a return shipping label if applicable.

**4. Refunds**

* Once your return is received and inspected, we will notify you via email.
* If approved, your refund will be processed to your original payment method within 5–10 business days.
* Shipping charges are non-refundable unless the return is due to our error (e.g., wrong or defective item).

**5. Exchanges** We do not offer direct product exchanges. If you wish to replace an item, please return the original and place a new order.

**6. Damaged or Defective Items** If you receive a damaged or defective product, please contact us within 7 days of delivery. We will arrange a replacement or full refund at no additional cost to you.

**6. Limitation of Liability** Paws and Whiskers shall not be liable for any direct, indirect, incidental, or consequential damages resulting from the use of our products or website.

**7. Modifications** We reserve the right to modify these Terms of Service at any time. Continued use of our site after any changes constitutes your acceptance of the new terms.