



## **FAQs**

### **How do I make a suggestion?**

If you've got a great idea to make Douge Couture even better, we're all ears. Please contact us and let us know what you'd like to see done differently.

### **How do I return something?**

Douge Couture cheerfully accepts returns for a whopping 365 days from the date you place your order. Not happy with your purchase? Hey, it happens. Please see our Return Instruction.

### **How do I use a gift certificate?**

You can enter a gift certificate under the payment portion of checkout. You can specify how much of your gift certificate you would like to apply to your order (and pay the rest with another form of payment). However, by default, gift certificates will be applied as follows:

If the gift certificate amount is greater than or equal to your order total, the entire order amount will be paid with your certificate.

If the gift certificate amount is less than your order total, the entire balance of your gift certificate will be applied to the order total. You will need to specify another form of payment to pay for the remainder of the order total.

### **How long will it take for me to receive my order?**

Orders are shipped same business day up to 3pm Eastern Time. Some orders may be held for verification, in which case you should hear from a Customer Service Representative within 1 business day. Once you have received an email containing your shipping confirmation and tracking number, you can expect your order to arrive within the following time frames, dependent on your chosen shipping methods.

Standard Shipping - 3 to 5 business days  
Expedited Shipping - 2 to 3 business days  
Free Shipping - 5 to 7 business days  
International orders to Canada may take up to 3 weeks.

### **I have a promo code. Where do I enter it?**

You can enter your promo code on the shopping cart page once you have added items to your cart. You can use only one promo code per order.



## **Is my credit card information secure?**

Douge Couture uses 128-bit encryption to secure the transmission of your credit card information from your browser to our credit card processing company. We continually examine our security practices to ensure your information is safe.

## **I'm ordering a gift. Are prices included on the packing slip?**

We do not include pricing information on our packing slips.

## **The item I'm looking for isn't listed. What's the deal?**

We're continually adding new products to our store, and give priority to those requested by customers. Please contact us and let us know what you'd like to see available.

## **What is your money back guarantee?**

If you order any product and are not satisfied with it, just contact us to arrange a full refund of the cost of the product. Check out our full 100% satisfaction guarantee!

## **What's your privacy policy?**

We will never sell or lease your information to another company. Ever. Period. We hate spam just like you do. If you subscribe to our email newsletter, we'll send it to you. If you unsubscribe, we'll stop sending it to you.

We use Verisign Secure Socket Layer (SSL) technology to encrypt your payment details when we process your order. If you choose to save your payment details, our industry leading payment gateway company (Authorize.net) will store the details in a way that makes them accessible only to you. You can remove your payment details at any time.

## **Why don't you carry products for other animals?**

We currently carry dog and cat products because we couldn't resist the puppy dog eyes from Douge Couture himself, and our cat promised to stop shredding the furniture if we carried some alternatives. We're exploring the possibility of carrying the finest products for other animals, and we welcome your input.