

Refund Policy for The Pet PT

Last Updated: August 26, 2025

Introduction

At The Pet PT, we strive to ensure client satisfaction with our animal physical therapy services. This Refund Policy outlines the conditions under which refunds may be issued.

General Refund Policy

- Refunds are evaluated on a case-by-case basis and are subject to our discretion.
- To request a refund, contact us within 7 days of the service or purchase date at daniel@thepetpt.com.

Eligible Refunds

Refunds may be issued in the following cases:

- **Service Not Provided:** If we cancel a scheduled session and cannot reschedule at a mutually agreeable time, a full refund for that session will be issued.
- **Unsatisfactory Service:** If you are dissatisfied with a session, please notify us within 48 hours. We may offer a partial or full refund or a complimentary session, at our discretion, after review.
- **Medical Incompatibility:** If a veterinarian determines that our services are unsuitable for your animal's condition before treatment begins, a full refund will be issued for any prepaid sessions.

Non-Refundable Services

Refunds will not be issued for:

- Sessions completed as scheduled, unless deemed unsatisfactory (see above).
- No-shows or cancellations with less than 24 hours' notice.
- At-home care products or materials (e.g., exercise guides) provided as part of the service, unless defective.

Refund Process

- Submit refund requests via email to daniel@thepetpt.com with your name, service date, and reason for the request.
- Refunds, if approved, will be processed within 10 business days using the original payment method.
- Any applicable fees (e.g., payment processing fees) may be deducted from the refund amount.

Package or Subscription Purchases

- For multi-session packages, refunds for unused sessions may be issued on a pro-rata basis, subject to the above conditions.
- Subscription-based services (if applicable) may be canceled at any time, but refunds for the current billing cycle are not guaranteed unless services were not provided.

Contact Us

For refund requests or questions, contact us at:

- Email: daniel@thepetpt.com
- Phone: (720)- 659- 4351

Changes to This Policy

We may update this Refund Policy periodically. Changes will be posted on our website with an updated "Last Updated" date.