

Refund & Return Policy

Oh That's Cute Pet Apparel

At Oh That's Cute Pet Apparel, we want every customer to love their purchase. If for any reason you are not satisfied, please review our return and exchange guidelines below.

Returns & Exchanges

- We accept returns for exchange only within 14 days of delivery.
- All sales are final — we do not offer refunds.
- To qualify for an exchange, items must be:
 - Unworn
 - Unused
 - In original condition
 - Free of pet hair, odors, or damage

Exchange Process

1. Email us at OTCPetApparel@gmail.com within 14 days of receiving your order.
2. Include your order number, name, and the item you wish to exchange.
3. Once your exchange is approved, you will receive instructions for returning the item.
4. Customers are responsible for return shipping costs.
5. Once we receive and inspect the item, your exchange will be processed.

Non-Returnable Items

- Clearance or final-sale items
- Personalized or custom-made products

Damaged or Incorrect Items

If you receive a damaged or incorrect product, please contact us within 48 hours of delivery with photos of the issue. We will replace the item at no additional cost.

Shipping Policy

- Standard shipping: 5–7 business days within the United States.