

# Snoopy's Spot Return and Exchange Policy

We want you to love every piece of gear you fetch at **Snoopy's Spot**! If an item isn't quite right, we've made returns and exchanges as smooth as Snoopy sliding on ice.

## General Conditions for Returns

All merchandise must meet the following conditions to be eligible for a return or exchange:

- **Proof of Purchase:** You must present the original receipt, e-receipt, or gift receipt.
- **Condition:** Items must be unworn, unwashed, and unused.
- **Packaging:** All original tags, labels, and packaging must be attached and intact.
- **Non-Returnable Items:** Due to safety and hygiene, perishable food items, personal care products (like lotions or lip balm), and certain custom-made items are final sale.

## In-Park Purchases

If you bought your item at **The Doghouse Den** or **Woodstock's Wee Wonders** inside the park:

Type of Transaction	Time Limit	Action
Returns for Refund	30 days from the date of purchase.	The refund will be issued to the original form of payment.
Exchanges	45 days from the date of purchase.	Exchange for an item of equal or lesser value. If the value is lesser, the remaining balance will be refunded.

**How to Process:** Simply bring the item and your receipt to any **Snoopy's Spot** retail location during operating hours. Our helpful Beagle Scouts will assist you!

## Online Store Purchases

If you ordered gear from the **Snoopy's Spot Online Store**:

Type of Transaction	Time Limit	Action
Returns for Refund	<b>45 days</b> from the date your order was received.	Must be shipped back using our Returns Portal process.
Exchanges	<b>60 days</b> from the date your order was received.	Exchange for a different size or color of the <i>same</i> item.

### How to Process:

1. Visit the **Returns Portal** link provided in your order confirmation email.
2. Follow the steps to generate a pre-paid shipping label.
3. Package your item(s) securely and drop them off at the designated carrier location.
4. Once received and inspected, refunds are typically processed within **5–7 business days**.

**Note:** Original shipping charges are refundable.

## Defective or Damaged Items

If an item arrives damaged or is found to be defective within 90 days of purchase, please contact our **Guest Services Team** immediately. We will cover all shipping costs to exchange the item or issue a full refund, including original shipping charges. We want your gear to be perfect!