

Refund Policy

Money Back Guarantee Terms

If your dog does not prefer Artico Fresh food or if you don't like it, we shall refund you your money back. NO QUESTIONS ASKED*

***This refund is without the shipping cost borne to us**

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us.

Replacement of Product (if applicable)

We only replace items if they are defective or damaged.

If there is an error on our part (quality issues, manufacturing defect, damage in transit). We will make it right by sending you a new item free of cost. Please record evidence with photographs or videos of the same.