

Return Instructions

90-Day In-Home Trial

If you or your cat are not satisfied with the Litter-Robot, simply return it for a refund of the purchase price. You only have to pay return shipping.

1. Get an RMA number

We cannot accept your return without an RMA number. Contact us to obtain an RMA number and let us know if you would like to use the FedEx Return Program.

Toll-free: 1-877-250-7729
Email: rma@whisker.com

2. Prepare the Litter-Robot

1. Empty the Globe.
2. Empty the Waste Drawer.
3. Clean the Litter-Robot.

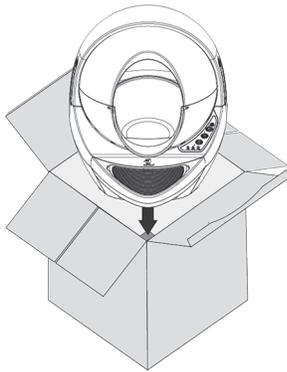
DO NOT ship litter or waste.

3. Pack the Litter-Robot

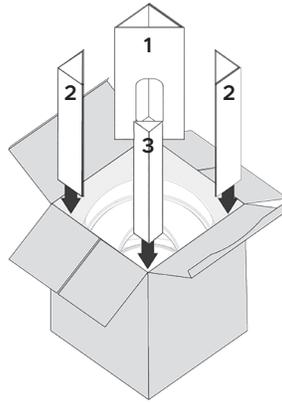
Following the steps below, safely pack the Litter-Robot and the power supply in the original 33" x 24" x 24" box.

Note: If you do not have the original packaging, comparable boxes can be purchased at shipping and home supply stores.

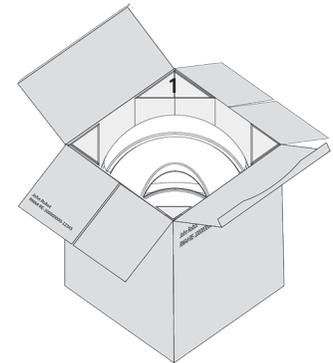
- a.** Place the Litter-Robot into the box so it faces the corner and aligns with the cardboard insert on the bottom.



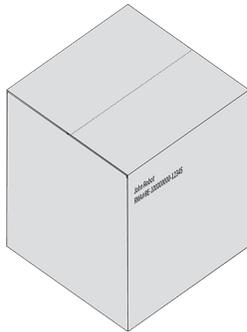
- b.** Slide corner braces into place: rear corner brace with cutout (1), side corner braces (2), small front corner brace (3).



- c.** Safely pack the power supply inside the rear corner brace (1). Write your name and RMA number prominently on the outside of the box and on an interior box flap prior to sealing the box with tape.



4. Ship the Litter-Robot



Ship the package to the following address using the FedEx Return Program or carrier of your choice. Note: If you purchased your Litter-Robot from a source other than Whisker, the FedEx Return Program may not apply.

Whisker
Attn: Returns
RMA # _____
522 S. Western Ave
Juneau, WI 53039

FedEx Return Program

Option 1: FedEx Drop Off

We will provide a shipping label for a \$60 deduction from the refund amount. Print and attach the label to the box, then drop it off at your nearest FedEx location.

Option 2: FedEx Pick Up

We will arrange shipping and home pickup for a \$75 deduction from the refund amount. Simply set the package outside your home during the designated timeframe and FedEx will label and pick up your return.