

Return Instructions



90-day in-home trial

If you or your cat are not satisfied with 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 (Return Merchandise Authorization) number. Visit [WhiskerReturns.com](https://www.whiskerreturns.com) to obtain an RMA number and let us know if you would like to use the FedEx Return Program.

WhiskerReturns.com

2. Clean Litter-Robot

1. Remove all litter from the globe.
2. Remove all waste from the waste drawer.
3. Wipe down the globe and waste drawer to remove dust, debris, etc.

Robots received uncleaned will incur a \$75 cleaning fee.

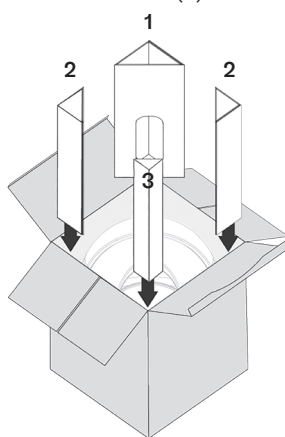
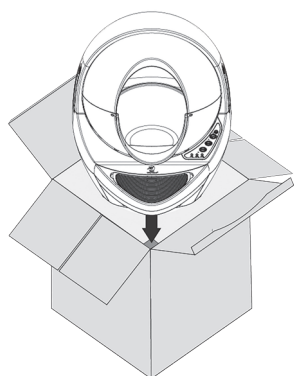
3. Pack Litter-Robot

Following the steps below, safely pack Litter-Robot and the power supply in the original 33" x 24" x 24" box (for Litter-Robot 3) and 23.5" x 23.5" x 31" box (for Litter-Robot 4).

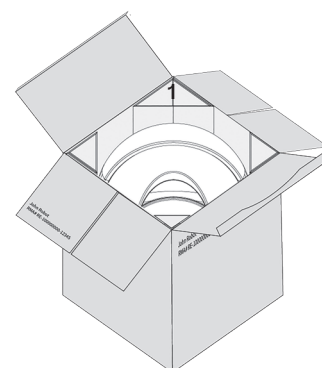
Note: If you do not have the original packaging, comparable boxes can be purchased at shipping and home supply stores.

How to pack Litter-Robot 3

- a.** Place Litter-Robot 3 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).

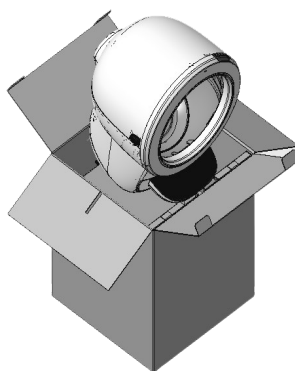
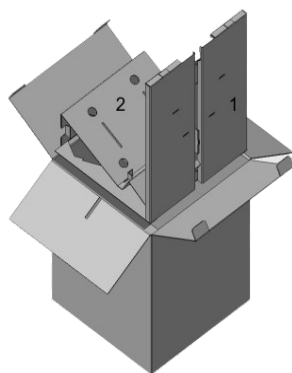


- c.** Safely pack the power supply inside the rear corner brace (1). Write your name and RMA number prominently on the **outside of the box and on an interior box flap** prior to sealing the box with tape.

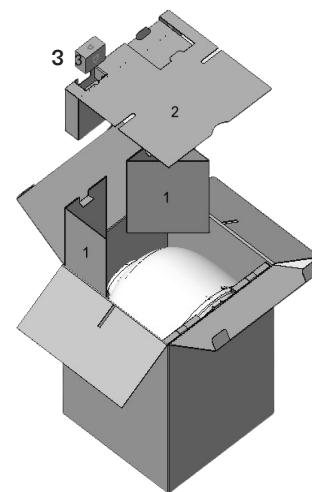


How to pack Litter-Robot 4

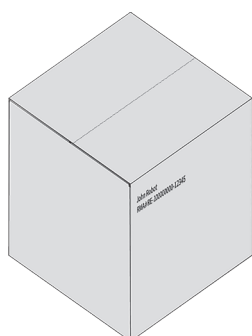
- a.** Place the front insert (1) at the low edge of the bottom insert (2).
- b.** Place Litter-Robot 4 into the box so the face rests in the front insert.



- C.** Slide the corner (1) and top inserts (2) into place with the power supply in the top pocket (3). 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 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 # _____
561 South Fairfield Avenue
Juneau, WI 53039

FedEx Return Program

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 or arrange a home pickup. After scheduling the pickup, simply set the package outside your home during the designated timeframe and FedEx will pick up your return.