KozyDen Shipping Policy

Last updated November 10, 2026

Where we ship

KozyDen currently ships to addresses in the United States only. Shipping is free on every order.

Founding Batch preorders

Founding Batch orders are preorders. Your paw cleaner ships in early January 2027, and we expect it to be delivered by January 31, 2027. Your card is charged when you place the preorder.

How your order ships

Orders are packed and shipped by our fulfillment partner. Once your order leaves the warehouse, delivery usually takes 7 to 12 business days. We email you a tracking number as soon as it ships.

If there is a delay

If we can't ship by the date we promised, we will email you before that date with a new estimated date. You can then choose to keep your preorder or cancel it for a full refund.

Address changes

Need to change your shipping address? Email us before your order ships and we'll update it.

Lost or damaged packages

If your package is lost in transit or arrives damaged, email us within 14 days of the expected delivery date with your order details (and a photo for damage). We'll send a replacement or refund you in full.

Contact

Questions about your order? Email dannieugcs@gmail.com.