KozyDen Refund and Return Policy

Last updated November 10, 2026

Cancel your preorder anytime

You can cancel your Founding Batch preorder at any time before it ships and get a full refund. Just email us with the email address you ordered with.

Defective or damaged items

If your paw cleaner arrives damaged or stops working within 30 days of delivery, email us a short description and a photo or video. We'll replace it or refund you in full. You don't need to send it back.

Changed your mind after delivery

You can return an unused paw cleaner in its original packaging within 30 days of delivery for a full refund of the product price. Email us first and we'll send you the return address. Return shipping is paid by the customer.

How refunds are paid

Refunds go back to your original payment method. They usually appear within 5 to 10 business days, depending on your bank.

Contact

Email dannieugcs@gmail.com and we'll get back to you within 2 business days.