



Andrew Silverman <aasilverman@gmail.com>

Torn Cover

2 messages

Andrew Silverman <aasilverman@gmail.com>

Sun, Nov 16, 2025 at 8:16 PM

To: Customer Service <CS@friends4everpets.com>

Hello,

My dog has managed to rip through the cover of one of your beds and i wanted to see if it was under warranty for replacement. See attached invoice for proof of purchase.

thanks

--

Andrew Silverman

 **Dog Bed Invoice.pdf**
217K

Customer Service <cs@friends4everpets.com>

Mon, Nov 17, 2025 at 11:12 AM

To: Andrew Silverman <aasilverman@gmail.com>

Hello Andrew,

Thank you for your inquiry. To obtain a replacement cover, please send your inquiry to jlacs@jlahome.com. Note there is a \$20 charge for the covers (shipping is included in this price). Please be sure to include the order confirmation that includes the information below, as well as include this email. Please do **not** send a list of what was ordered; we need the actual online order confirmation. **Kindly note a receipt is required. The sale of this item cannot proceed without a receipt.** Thank you.

- Place of Purchase
- Date of Purchase
- Order / Reference Number
- Description of the item ordered
- Dimensions and Color of the bed
- Ship to Address / Contact Name and Number
- Photo of entire bed

Sincerely,
Giselle
Friends Forever Customer Service

[Quoted text hidden]