

EXHIBIT A

SEARCH

- SHOPPING CART
- YOUR ACCOUNT
- SHOPPING LIST
- LOCATE A PETCO
- HELP
- SPECIALTY STORES
- NEW USER

Free Newsletters: Pet Care Tips, Discounts & More!

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DOGS CATS FISH BIRDS WILD BIRDS REPTILES

HELP

- HELP
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- [Your Account Help](#)
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Privacy Concerns and Issues

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Effective as of 07/25/02

Your information is secure

At PETCO.com our customers' data is strictly protected against any unauthorized access. PETCO.com also provides a "100% Safeguard Your Shopping Experience Guarantee" so you never have to worry about the safety of your credit card information.



Protecting your order information is a priority. PETCO.com makes every effort to protect your online order information by using Secure Sockets Layer (SSL) technology.

SSL encrypts your order information to avoid the decoding of that information by anyone other than PETCO.com. To check the security of your connection, look at the bottom of your browser window after accessing the server. If you see an unbroken key or a closed lock (depending upon your browser), then SSL is active. You can also double-check by looking at the URL line of your browser. When accessing a secure server, the first characters of the site address will change from "http" to "https." Some versions of browsers and some firewalls don't permit communication through secure servers. In these cases, you'll be unable to connect to the server, so you won't have to worry about mistakenly placing an order through an unsecured connection.

PETCO also supports the Verified by Visa Security Service. Learn more about this feature...



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Privacy Policy

At PETCO.com we are concerned with protecting your privacy. We use the information we collect about you to provide a personalized shopping experience. We may also use it to tell you about special offers that we think you'd appreciate. You'll never have to worry about receiving a barrage of unexpected e-mail from us if you have not subscribed with us. We will not sell, rent or trade your information.

We occasionally have third party agents, subsidiaries, affiliates and joint ventures that perform functions on our behalf. They have access to personal information needed to perform their functions, and are contractually obligated to maintain the confidentiality and security of the data. They are restricted from using this data for other purposes, and in any way other than to provide the requested services to PETCO.com, and may not alter or re-sell the data. You may elect to opt-out of personally identifiable site tracking activity by following the Opt-out link below. Keep in mind that PETCO.com may continue to collect anonymous aggregate site behavior from our customers. [Opt-out.](#)

We may occasionally have third party agents, subsidiaries, affiliates or joint ventures offer promotions on PETCO.com. You have the option to specifically opt-in to participate in the promotion and share your personal data with these parties and PETCO.com. These promotions may be in the form of a survey or a separate area offering you the opportunity to enter your data for the specific purpose of participating in that program or promotion. Data collected by these third-parties will be covered under the third-party's Privacy Policy

To complete your order, fax your order form to us, toll-free, at 1-888-409-4567. Please remember not to fax your order after placing it online, or your order will be duplicated.

Payment Options

PETCO.com accepts the following credit cards: Visa, MasterCard, American Express, and Discover. PETCO.com also redeems PETCO.com online gift certificates and PETCO gift cards as payment for purchases made at PETCO.com. We are unable to accept checks or money orders at this time.

Entering your credit card number via our secure server is completely safe. The server encrypts all of your information; no one except you can access it. (If you'd prefer, you are also welcome to place your order entirely by fax.)

Sales Tax

Please Note: taxes apply for recipients in all states EXCEPT HI, NC, OK, WV, WY, AK, DE, MT, NH, OR.

Pricing Errors and Omissions

Please be aware that prices and availability are subject to change without prior notice. We make every effort to insure the accuracy of the information on our site and when errors are discovered, we will correct them. Be advised that PETCO reserves the right to revoke any stated offer and to correct any errors, inaccuracies, or omissions including after an order has been submitted, after it has been confirmed, or after your credit card has been charged. If we discover a pricing error after your credit card has been charged and your order is canceled as a result of the error, your credit card will be refunded back the full amount of your order. You will be notified via email if your order has been canceled and be given the opportunity to place the order at the correct price. Please note that individual bank policies vary when the amount is credited back to your account.

Return Policy

Our return policy is simple:

1. Contact PETCO at cs@orders.petco.com or call 877-738-6742, indicating your name, order number, and reason for return.
2. All returns should be complete and placed in their original packaging.
3. Attach the "Return Mailing Label" located on the front of the packing slip to your carton, and send the item(s) along with your packing slip back to PETCO.com for your refund.

If your Return Mailing Label is missing, send the package to:

**Petco.com Returns
(Your Order #)
3801 Rock Creek Road
Joliet, IL 60431**

If you choose to return an item because you or your pet decide it is not what you want, we'll refund the price of the item plus the applicable sales tax, but we will not refund the shipping charges to and from PETCO.com.

If your purchase is defective or in error, we'll refund all charges, including shipping. Your return will be processed at PETCO.com, and a refund will be issued at that time.

For your protection, return your item using a carrier who offers package tracking such as UPS or Federal Express.

We will issue a refund to your credit card and notify you via email 24 hours after our warehouse has received your item.

If you return product purchased from PETCO.com that was bought using a Gift Card, the refund amount will be first credited back to the credit card used for the transaction, and any additional refund amount will be credited via a PETCO.com email gift certificate (we are currently unable to refund back to PETCO Gift Cards online).

At this time, we are unable to process online order returns in PETCO stores.

Requesting Products

If you'd like to suggest that we carry a particular product at PETCO.com, please email your suggestion to cs@orders.petco.com or phone us at 1-877-738-6742.

address is a house or an apartment and whether deliveries can be left outdoors. FedEx, UPS or USPS policies for your area may dictate that your package be held at a local office until you pick it up in person. Call your local FedEx, UPS or post office directly to learn the delivery policy for your area.

Do you offer Gift Certificates?

Yes. You can send a pet (and pet lover) in your life an email gift certificate valid on PETCO.com. This allows you to customize a message and choose an amount of \$5, \$10, \$15, \$20, \$25, \$50, \$75, or \$100. These email gift certificates are sent on the day you specify too! Please note that these are valid only on PETCO.COM but we also sell PETCO Gift Cards which can be redeemed either online or in our stores.

[More information](#) or to purchase either a PETCO.com or a PETCO Store Gift Certificate.

Do you offer Gift Cards?

Yes. You can [purchase](#) or redeem gift cards on PETCO.com or in our stores. You can also easily [check your gift card balance](#). At checkout you will be able to enter up to four PETCO gift cards and they will be applied to your balance due.

[More information on Gift Cards.](#)

Is my personal information secure?

At PETCO.com, protecting your information is our number one priority, and your personal data is strictly shielded from unauthorized access. Our "100% Safeguard Your Shopping Experience Guarantee" means you never have to worry about the safety of your credit card information. We protect your online order information using the latest in Secure Sockets Layer (SSL) technology.

SSL encrypts your order information to prevent the decoding of that information by anyone other than PETCO.com. To check the security of your connection, look at the bottom of your browser window after accessing the server. If you see an unbroken key or a closed lock (depending upon your browser), then SSL is active. You can also double-check by looking at the URL line of your browser. When accessing a secure server, the first characters of the site address will change from "http" to "https."

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What's your privacy policy?

At PETCO.com, protecting your privacy is a priority. We use the information we collect about you to process orders and to provide a personalized shopping experience. We may also use it to tell you about special offers we think you'd appreciate. When you register with PETCO.com, we ask for some contact information, such as your name and email address. We will use the contact information from the registration form to send you information about our company and promotional material from some of our partners.

1. Click on "Your Account" at the top right corner of any page.
2. Log in, using your email address and password.
3. Under "In This Section", click on the "Update Your Newsletter Subscriptions" link.
4. Follow the instructions you see when you arrive at the "Newsletters" page. You can easily subscribe to or unsubscribe from multiple newsletters.

Once you've completed these steps, you will no longer receive special offers or promotions from PETCO.com.

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