

Will the shock hurt my dog?

No, your pet receives an audible warning when it gets within 3 to 5 feet of our pet fence boundary wire. If your pet ignores the audible tone from its collar it then would receive a mild stimulation to deter it from leaving your property. Our pet fence collars range from a "tickle" for very small pets up to a "strong" stimulation depending on each pet's pain tolerance and temperament. Our collars will not harm any pet. What they feel is similar to a "static" shock inside your home.

What if my dog is stubborn and will not listen?

Our collars can be programmed to contain even the most stubborn dogs. We have contained very large dogs with no problem. Our system can be programmed to continue the stimulation if a pet would try to run through the boundary wire signal. Most pet fences do not have this option.

Won't the dog just run through the pet fence?

No. We provide training and help each customer set the collar to the correct stimulation level. We have 14 different levels on every pet fence collar we sell. We also provide a containment guarantee or we will refund your entire purchase price.

How much does an installed outdoor pet fence system cost?

All of our outdoor pet fence equipment comes with a lifetime warranty and packages begin as low as \$799 plus installation. Labor charges will vary depending on the size and terrain of your property. We replace Internet and retail pet fences on a regular basis because they do not contain most pets! Call us at 816-454-7297 or 913-381-7297 for a free estimate.

How much does an additional receiver collar cost?

Our receiver collars come with a lifetime warranty which even covers chew damage and are priced as low as \$325.00.

Can I just buy the equipment and install it myself?

Yes, however we recommend professional installation to ensure proper installation and training for your pet. An outdoor dog fence system costs as low as \$799.00 + tax.

Do you provide a money back guarantee?

Yes, on any installed pet fence system we offer a 1 to 2 year containment guarantee depending on which package is purchased. We will give you a full refund if we cannot contain your pet.

What size dogs will this work for?

Any size of dog from 3 pounds to 250 pounds.

Will your system work for cats?

Yes. We have trained several cats. The only requirement is that a cat must be willing to wear a collar.

I have a loud noise or alarm coming from my dog fence unit in my house. What does that mean?

It means that either the wire has a break in it from possible yard or utility work or it is possible the unit has been hit by lightning. We would provide a service call to your property if this happened.

How do I locate my dog fence wire?

By turning the signal field down on the pet fence transmitter unit mounted in the house. Please call us for instructions on how to do this at 816-454-7297 or 913-381-7297.

Can I repair my dog fence if I know where it is cut?

Yes. However, it is very important to use waterproof splice connectors to ensure water does not make direct contact with the copper wire. Water will corrode and deteriorate copper and eventually your dog fence could go down. Because of how critical it is for waterproof splices we recommend you call us for the repair so that it is done correctly.

My dog is getting out. What do I do?

Make sure the transmitter unit inside the house has power to it and lights are lit up on the unit. If there are no lights lit up check to make sure there is power to the outlet our unit is plugged into. Check to make sure you have a good battery in the collar and the battery is installed the right direction. A blinking red light on your collar means the battery is low and needs to be replaced. Make sure the collar is tight around your pet's neck so that the contact posts are making skin contact. If the collar is only touching the hair coat the collar will have no effect. Then lastly, take the dog's collar to the boundary wire and hold the collar at the dog's neck height and make sure there is an audible noise coming from the collar. Call us with any questions.

Do you have indoor systems to keep pets away from certain areas of the home?

Yes. Our indoor wireless unit will emit from a 1 foot to 7 foot radius to keep dogs away from a cat litter box, keep them off an expensive piece of furniture, or block a stairway or doorway.

How much does an indoor unit cost?

Our Indoor Unit comes with a 2 year warranty, is very small, and is priced as low as \$225.00 + tax.

Can I buy just the dog fence wire?

Yes, however, we ask that you call us to schedule a time to pick up the wire at our office or we can deliver the wire. Delivery charge would vary depending on your location.

How much does a service call cost?

We offer prompt and professional service which is priced from \$70.00 to \$86.50 for a service call depending on the nature of the service needed. We also offer Service Agreements with guaranteed response times, cost savings, multiple service calls, and free collar batteries and straps. Our service agreements can be viewed at this link: <http://petfencekc.com/Service-Agreements.html> .

Why are your prices so high compared to retail store or Internet systems?

The Pet Stop equipment we sell is made in the U.S.A. in Philadelphia, Pennsylvania. It is manufactured in a ISO Certified facility and is constructed of the best materials money can buy. Our equipment is more expensive because it is the best quality product on the market. We sold a different product for 9 years but switched to the Pet Stop product in 2004 due to the quality of the Pet Stop brand. We replace retail and Internet systems on a regular basis. Your pet's safety is our NUMBER ONE concern. That is why we only sell Pet Stop Pet Fence Systems....the best pet fence available today!

I have a blinking or flashing red light on my collar. What does that mean?

The flashing red light is an indicator that your battery is low on voltage and needs to be replaced within a few days.

How does your system differ from Invisible Fence® or other competitors?

There are many differences. Our Pet Stop pet fence benefits far outweigh the competition. Pet Stop offers customer adjustability of collar correction levels, different correction levels for multiple pets on the same system, lower and higher correction levels, longer battery life in the receiver collar, flashing low battery indicator light, and the ability to make the collar continue delivering stimulation even if your pet breaches the boundary wire signal. Many of these benefits are not available with competitive systems.

Is your electronic pet fence system wired or wireless?

We only sell wired outdoor pet fence systems. Wired outdoor systems allow us to utilize the entire yard space. Wireless outdoor systems limit the amount of available yard space to about a 90 foot radius from the unit in the house. We have replaced multiple wireless outdoor systems due to there sporadic operation and due to collar activation inside the home. However, we do offer wireless or wired indoor systems which are very reliable.

In 1-2 sentences, describe your business?

We sell and install pet fences including training for all of our customer's pets and provide installation of Plexidor pet doors. We provide ongoing service for all of our customers.

How long have you been in business?

We founded Four Paws Fence in December 1994. In the greater Kansas City area we currently have 4,600+ customers and over 6,000 pets safely contained with our Pet Fence solution. We have maintained an A+ (zero complaint) rating with the Better Business Bureau since 1996.

Where are you located?

2601 N.E. Kendallwood Parkway, Suite 101 in Kansas City, Missouri (We provide service within a 100 mile radius of Kansas City, MO)

What are your regular business hours?

7:30 a.m. to 4:00 p.m. Monday through Friday

Do you offer wholesale or retail pricing?

We offer only retail pricing since our product is sold to the end consumer.....homeowners.

How long does it take to get my order?

We ship all of our batteries and collar straps by U.S. Postal Service First Class Mail. Packages are shipped the same day they are ordered. It is Next Day delivery within the Kansas City Metro area.

What are the shipping costs?

Shipping costs are \$4.00 per package sent on most packages.

Do you ship internationally?

No, however some Paypal orders can be shipped internationally.

What is your address?

2601 N.E. Kendallwood Parkway, Suite 101, Gladstone, MO 64119

Can I get an item faster? (Overnight, etc.)

Yes, on a case by case basis.

What is the status of my order?

We confirm order status and shipment by email.
What carriers are available to ship my order?
U.S. Postal Service

What credit cards are accepted?

Visa, Mastercard, Amex, Discover and we offer 90-Day Interest Free Financing through Springleaf Financial.

Can I pay by cash? If so, how?

Yes, on the job site only. This would only be available for local Kansas City customers.

Can I pay by check or money order? If so, how?

We only accept checks or money orders in person. All Internet sales go through Paypal using multiple payment methods offered by Paypal.

“What’s this charge on my credit card bill?”

(What company name will appear on the client’s credit card bill?)
Four Paws Fence

What is the return policy?

We offer a 30 Day return policy less shipping and handling costs.

How (exactly) and where do we send returns?

Returns should be sent by U.S. Mail to Four Paws Fence, 2601 N.E. Kendallwood Parkway, Suite 101, Kansas City, MO 64119 or by UPS or Fed EX to the same address.

What is your cancellation policy?

We need 3 days notice to cancel a scheduled pet fence installation.

How do I cancel my order?

Call us or send us a cancellation request using our contact us form on our website.