

Thank you for ordering with Ginger Ted. Whilst we hope that both you and your dog will love your purchase, we do understand sometimes you may wish to make a return for an exchange or refund.

We are happy to accept returns within 30 days of your original purchase date. **Should you send** your items outside of this period they will be returned to the original delivery address.

Items that have been personalised with embroidery, bespoke alterations etc CANNOT be returned.

PLEASE NOTE

- Refunds will be made via the original payment method.
- Ginger Ted can only accept items that are <u>returned in a re-saleable condition</u>. This means they must be in the original packaging, with the original tags attached and free from any dog hairs, smells and dirt.
- Ginger Ted cannot be held responsible for items lost during transit; therefore, we recommend you send your returns back to us by a recorded or tracked service.

RETURN INSTRUCTIONS

- . Fill in the returns form below, please write clearly.
- 2. Include a copy of your original order.
- 3. Pack items carefully.

Returns must be in the original packaging, original tags attached and free from dog hairs, smells and dirt.

4. Please return to:

Ginger Ted Ltd

Returns [ADD YOUR ORDER NUMBER]

Unit B4, Westfield House

Broad Lane, Bramley

Leeds LS13 3HA

United Kingdom

RETURNS FORM

YOUR YOUR ORIGINAL YOUR NAME ORDER NUMBER EMAIL

QUANTITY	ITEM NAME	COLOUR	SIZE	RETURN CODE*	REFUND? YES/NO	NEW QUANTITY	EXCHANGE – NEW ITEM NAME	NEW COLOUR	NEW SIZE

COMMENTS

*RETURN CODE OPTIONS

- **A.** Item too big
- B. Item too small
- C. Unsatisfied with item
- D. Damaged item
- E. Wrong item received
- F. Ordered more than one size
- **G.** Other: please write in the comments box

We strongly advise you keep a copy of this form for your records. You can take a picture, scan, photocopy etc for yourself.

SIGNED DATE

Email: customerservice@gingerted.co.uk (remember to always include your order reference number).