

HOW TO RETURN A PURCHASE TO DOGROBES®

No Quibble Returns

If you return a product within 30 days of receipt, we'll give you back the amount you paid for the item or offer an exchange. You pay for the postage to return the item and if you'd like an exchange, we will happily pay the postage to send a different size or colour.

See how to return an item below.

Important Notes

1. It's important that any unwanted item, is returned in its original condition.
2. We'd expect this to mean that you've kept all original packaging, and that the item is undamaged and unused.
3. You may wish to choose a delivery service that insures your parcel to the value of the goods being sent.
4. Always keep proof of postage, as the returned item is your responsibility until it reaches us.
5. Made to Measure and customised items cannot be returned or exchanged, unless faulty.

Please measure carefully as instructed, and double check spellings, as you won't be able to return the item if you get it wrong.

Please allow up to 7 working days for your card to be credited with your refund.

We can only accept returns or exchanges for orders placed on our website or our partners website.

How To Return An Item

Returns & Exchanges during the pandemic:

Please get in touch with us if you'd like to return or exchange anything as we're working from home. We'll then give you the address to send your parcel to.

We just need a note in your parcel with 3 things:

1. Your Name
2. Your Order Number
3. Tell us if you'd like a refund or what you'd like in exchange.

When we receive your return, we'll be in touch to confirm receipt and follow up on your request.

A Faulty Item

In the very unlikely event, that you discover a product is faulty, over and above normal wear and tear, please advise **Dogrobess**® of the problem as soon as possible. They will ask you to return the product clean and dry, so that it can be checked over and make sure the fault doesn't happen again.

We will refund or exchange the product and reimburse the postage you paid.

CONTACT DOGROBES®

Freephone - 0800 151 3188 - Monday to Friday 9am to 5pm

Email: info@dogrobess.co.uk - We'll get back to you as soon as possible.

Postal: Dogrobess Ltd, Speyside Business Centre, 8 West Street, Fochabers, IV32 7DJ