



Smart Grooming Returns

We do hope that you are entirely happy with your product; should you need to return an item, please complete the form below and include it with your parcel.

We will gladly refund (not inclusive of postage and packaging) or exchange any item within 28 calendar days of receipt. The item must be returned in its original packaging, unsoiled and unused. It is the responsibility of the customer to cover the cost of postage back to Smart Grooming and return postage, charged at the going rate, if an exchange is requested.

If the item is damaged upon receipt, we **must** be notified with photographic evidence within 14 calendar days of receipt. Please contact us for more information on 01823 681076 if this applies.

Returns should be posted to (please send your parcel using a track and/or signed for service):

Smart Grooming Returns

Southwoods Farm

Culmstock

Cullompton

Devon

EX15 3JX

Name:

Order Number:

Contact Number:

Reason for Return:

Exchange or Refund (for exchanges, please let us know the details about your replacement product)?

If a re-delivery fee is required, we will be in contact to take payment details over the telephone when we have received your item.

For more information, please refer to our returns policy