



## RETURNS SLIP

### Keepin' It Trendy...

Questions? Please Contact:

[woof@woofingdales.co.uk](mailto:woof@woofingdales.co.uk)

Please complete the form below and include with your returns.

**Order Number:**

**Name:**

**Item/s being returned:**

Reason for return - please tick reason:

- |   |   |
|---|---|
| <input type="checkbox"/> Ordered more for size        | <input type="checkbox"/> Colour/print not as expected |
| <input type="checkbox"/> Quality not as expected      | <input type="checkbox"/> Too big                      |
| <input type="checkbox"/> Faulty: Please specify below | <input type="checkbox"/> Too small                    |

#### Returns Policy:

- ☐ We hope you are pleased with your Woofingdales purchase!
- ☐ Woofingdales is happy to accept returns within 14 days of the date displayed on your invoice, less postage. If 14 days have passed since purchase then unfortunately we are unable to offer a refund.
- ☐ We will not accept returns for items that have been damaged or broken due to dogs chewing the item. Items eligible for refund must be in BRAND NEW condition, unworn, hair-free and in their original packaging with original labels.
- ☐ Please do not return worn items, they will not be refunded or returned to sender.
- ☐ **BUNDLES & DEALS:** You will need to send back any freebies, special offers or discounted products you received in conjunction with the original item/s. Otherwise, we will have to deduct it from the refund amount. For example, if you bought a harness with a free lead and only return the harness, we will deduct the cost of the lead from the refund.
- ☐ If the offer has expired when you come to re-purchase don't worry, drop us an email to [woof@woofingdales.co.uk](mailto:woof@woofingdales.co.uk) and we will help you re-purchase.

#### How to return your items:

- ☐ Securely package the unworn item(s), along with this packaging invoice.
- ☐ **Send the item(s) back to: Woofingdales, PO Box 183, Neston, CH33 9EX**
- ☐ You are responsible shipping costs to return the item unless the item is faulty or damaged.
- ☐ We suggest you use a tracked shipping service.
- ☐ Once we have received and approved the refund, it will be processed to your original method of payment.
- ☐ Please allow 5-7 business days for your bank to process the refund. If you have not received a refund after 7 business days, please email [woof@woofingdales.co.uk](mailto:woof@woofingdales.co.uk) quoting your order number.

**Exchanges**

- We do not offer exchanges currently, due to fast stock sell out.
- To guarantee you receive your desired size/item, you will need to re-order the in-stock item from our online store.

For help or queries please email: [woof@woofingdales.co.uk](mailto:woof@woofingdales.co.uk)