Returns Form



Customer Address:	Delivery Address:			Order Number:				
				Order Date:				
					Date received in warehouse: (warehouse use only)			
Description		Qty	Qty		Reason	Please tick one option		
		Ordered	Retu	rnea	Code	Replacement	Refund	
Reason Codes - A: Faulty / Damaged B: Unsuitable / Incorrect Size/Colour C: Wrong Item Received D: Changed my mind E: Other								
Other (Please state):								

How to return if you ordered in store

If you placed your order in a Pets & Friends store, you'll need to return the item(s) to store.

Please take your item(s) and your receipt with you when returning your item(s).

How to return if you ordered in store

Option 1: Return to your local store

Take the item(s) and this form with you to your local store for a refund or replacement.

Option 2: Return by post

Please print off this form, complete the above details and include the form in your packaged goods.

Package your items up securely.

Post your item(s) back to us. *Please note you are responsible for the costs of returning the item.*

If you are not 100% happy with your purchase from Pets & Friends, you can return it to us within 28 days of placing your order. Please let us know you wish to cancel your order within 14 days. You then have a further 14 days to return the item to us.

All goods must be returned unused, as new, in a saleable condition with the original packaging. We reserve the right to refuse a refund if the item has not been returned to us in a saleable condition.

For any help regarding your return, get in touch with us is by emailing us or phoning us on 0115 9399077.

For full information on how to return your parcel, please visit www.petsandfriends.co.uk/pages/returns-policy