



RETURNS POLICY

Should your purchase not be appropriate Woolly Wugs is happy for you to return or exchange any item within 30 days of purchase.

Shipping charges are non-refundable. The customer is responsible for all costs incurred to return parcels to Woolly Wugs, we recommend a traceable mode of delivery as we will not be responsible for any parcels that are lost or misplaced. An additional postage charge will apply to return the exchanged item to the customer.

All returns must be unused, in original packaging with tags intact if a return is suspected to be anything but in its original condition the item shall be returned to the customer and redelivery will be charged. Please keep your receipt for your proof of purchase.

We do not refund for change of mind, should a product be faulty or a description misleading or inaccurate we shall gladly refund the item less any discounts or promotions applied to the original order.

Strictly no returns or exchanges on sale or discounted items.

