

# Zoomadog

## Exchanges & Returns

### Please read carefully

Conditions for exchanging and returning items

- All returning items must be returned in original condition, complete with all packaging and must not have been used outside.
- They must be sent back 'as new'.
- **We operate a strict 'no dog hair' refund policy. We will not refund items with any dog hair on or damage.**
- Returns must be made within 14 days of delivery.
- Return shipping is at your expense. We recommend obtaining a tracking number for high value items as we cannot accept responsibility for goods lost in transport back to us.
- As a condition of the return, please explain why you are returning this item.
- We don't refund the cost of shipping the item to you.
- Please put what size/item you'd like instead (in the box).

### What to do

1. Does your return meet our exchange and returns policy conditions (above)?
2. Complete the form and send back to:

Zoomadog  
Unit 54 Containerville  
1 Emma Street. London. E2 9FP

### Your details

Name  
Order Nm

### Reason for exchange or return

You must explain why you are returning this item  
This will help us understand the exact issue on our side