

If you or a friend you gifted are unhappy with one of our products, our return policy is waggy simple; **only three things for you to take care of:**

- 1 First, you must complete and send a return form **at the bottom of this page**. Please, also download and complete our return form from the link on our website: <https://deedoggy.com/pages/contact> and get it ready to send with your item(s). You can complete the form in your browser before printing if your browser allows this. We need to match your return against the original sale for it to be successful. When we have matched your return, we will send you an email to say please return the item(s). If you do not have a printer, then please include a note with your items stating the #Order Number, Name, Email and Reason for return.
- 2 Important: the gift(s) must be in unused/unworn condition. It must also be in the original packaging.
- 3 Send your deedoggy gift within 30 days of the purchase to our returns address: **Deedoggy Customer Services Dongela, 28 Springfield, Godalming, GU8 6EG**

Policy Items

- Refund of non-defective goods is based on the information provided in your return form.
- Gifts refunds: The return process from whoever holds the item remains the same. We can only refund any gifts to the customer who made the purchase.
- Replacements and refund of defective items: We only replace or refund faulty items if they are defective or damaged on receipt of our parcel. Please, document the defect in photo or video and send us the file(s) with your return form to help@deedoggy.com.
- We'll refund the purchase price paid as soon as we receive and review the file(s) and the returned product.
- Your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment.
- We reserve the right in unusual circumstances to only process a partial refund. Such cases may include: Any item not in its original condition, is damaged, or missing parts for reasons not due to our error or other mitigating circumstances.
- Unfortunately, deedoggy.com cannot cover other costs under our refund and return policy, i.e., we will not refund the cost of shipping, packaging, etc. You may consider using a trackable shipping service or purchasing shipping insurance. We cannot guarantee that we will receive your returned item. And our refund policy does not cover the cost of shipping the returned item to us.
- If 30 days have passed since your purchase, we can't offer you a full refund or exchange.