



PRODUCTS PETS LOVE

## Credit Claims Terms and Conditions Policy

### 1. Requesting a Credit

When requesting a credit, the following information is required

- Prestige Pet Products item code
- Prestige Pet Products invoice number and date of invoice
- A written description of the fault and/or reason for request
- Claims for faulty and/or damaged items need clear accompanying images that can be used in our assessment.

**Credit requests will not be investigated until all of the above information has been provided to the Credit Officer, and will then be assessed in accordance with the Credit Terms and Conditions as outlined below.**

*“ Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure ”*

### 2. General

- a. Credits will not be issued for goods purchased over 12 months from invoice date
- b. Credits will not be issued on clearance/sale items unless they are faulty or broken
- c. Prestige Pet Products is not responsible for pets chewing toys/products, pets should be supervised at all times. There is no warranty for chewed toys/products
- d. Customers must notify the Credit Officer at Prestige Pet Products within 24 hours from date received of any **products short supplied** in your order
- e. Customers must notify the Credit Officer at Prestige Pet Products within 24 hours from date received of any **products damaged** in your order

- f. All manufacturers' warranty claims need to be presented to Prestige Pet Products who will contact the manufacturer on behalf of the store once all required information has been received. The store must hold the item until Prestige Pet Products hears back from the Supplier advising if the claim is accepted as warranty. Prestige Pet Products is not liable to credit/replace any items for the store if the manufacturer rejects a warranty claim
- g. Wahl products will be assessed by Unity Agencies under their warranty guidelines. Prestige Pet Products will contact Unity on behalf of the store once all required information has been received. The store must hold the item until Prestige Pet Products passes on warranty details from WAHL. Prestige Pet Products is not liable to credit/replace any items for the store if the manufacturer rejects a warranty claim
- h. For items being returned due to customer change of mind or ordering incorrectly, the customer is liable to pay postage to return the goods. Prior approval is required from the Credit Officer at Prestige Pet Products
  - Items must be in perfect saleable condition
  - No pricing stickers are to be on any products being returned
  - Must be within 6 months of any use-by date

Prestige Pet Products reserves the right to apply a re-stocking surcharge on the returned items

- i. Goods returned without authority from Prestige Pet Products will not be accepted for credit return.
- j. Proof of purchase receipt from customer for Thundershirt and Zendog must be included with claim for 45 day customer satisfaction guarantee warranty

**PLEASE NOTE:** Our products are measured from one tip to the other (unless otherwise stated, e.g. collars) All measurements on our website are approximate.