



RETURNS & EXCHANGE FORM

What to do if you need to return

- Pick off all hairs
- Fill out ALL the info below
- Make sure to include your order number
- If you wish to exchange state colour and size
- You must pay for postage – keep proof of postage until your return has been processed. Royal mail signed for is best, special delivery is not required
- We will cover the postage cost of any exchanges sent to you
- We will contact you if extra payment is required
- Let us know if there is any change of address

Our Terms and Conditions for returns

- Try the harness on a clean, dry dog indoors
- Items returns must be in a NEW condition
- Tags must still be attached
- Items that are soiled, hairy or smell will NOT be processed
- Bespoke items are non-returnable
- Damaged item caused by accidents are not covered under warranty. This includes chewing, biting, rubbing etc.



Please return this within your parcel

PLEASE NOTE: Any items returned for exchange or refund must be in a resaleable condition. Items that are soiled, hairy or smell will not be processed.

Name:

Order Number:

Telephone:

Email:

Return Options

Please select

- Exchange for:
- Refund (Reason for return):
- Faulty Item (please describe defect):
- Incorrect Item Received:

Please return your parcel with form included to:

Julius K9 UK Ltd, The Old Gospel Hall, High Street, Rawcliffe, Goole, DN14 8QL

Returns are paid by the customer but in the case of faulty items this cost will be reimbursed.