

Dear Customer,

At Julius K9 UK LTD we want you to be delighted every time you shop with us. Occasionally though, we understand that you may want to return items. Please read our return policy below and contact us should you have any questions.

Please note that you must return each item in the same condition in which you received it. This means that **new** items must be returned **new, unused and complete** with labels attached. (If returning dog harnesses, please ensure they are clean and dog hair free!)

Julius-K9 UK LTD will **only** cover the cost of return postage for faulty or damaged items.

Unfortunately, we **cannot** pay for returns costs on items sent internationally.

1. We kindly request that you thoroughly inspect packages when delivered. Please do not accept any packages with signs of damage or tampering, you have the right to insist the package is returned to the sender.
2. Upon inspection of your product(s), if you discover any faults or damage rendering them unfit for purpose, please download and complete the attached **Returns Form** and email to customerservice@julius-k9.email within 14 days. You will then have a further 14 days to return the item(s) to our warehouse.
3. If there is personal configuration, inscription, or design on the product(s), we do not accept returns or exchanges unless the product(s) are damaged or defective upon arrival.
4. If you have simply changed your mind and would like to return or exchange your product(s), you have the right to do so. Please download and complete the attached **Returns Form** and email to customerservice@julius-k9.email within 14 days. You will then have a further 14 days to return the item(s) to our warehouse.
5. JULIUS-K9 UK LTD will refund the costs of product for point 4 above however, the customer is responsible for the return shipping costs and any further shipping costs incurred for an exchange, including any price difference.
6. If a parcel is returned to us undelivered because of failure to collect or rearrange delivery with either the post office or courier, a re-delivery cost will be charged to the customer before we can resend your package.
7. Refunds will be processed within 14 days of good being received.
8. Any return requests received after 14 days will be dismissed.

Email: customerservice@julius-k9.email

Return shipping address:

JULIUS-K9 UK LTD
Jandrem Ind Est,
Unit 1 Hirst Road,
Carlton
GooleDN14 9PX
United Kingdom



Returns & Exchange Form

Name:.....
Order Number:.....
Order Date:...../...../.....
Contact Email:.....
Contact Number:.....

I would to:	Reason being:	
Refund	Faulty	Incorrect order
Exchange	Wrong Colour/Size	No longer want

If faulty, please state what is wrong with the product:

If you wish to exchange, please state the name, colour and size of the product you would like to exchange for:

Please complete this **Returns Form** and email to customerservice@julius-k9.email within 14 days of purchase.

You will then have a further 14 days to return the item(s) to our warehouse.