



RETURN & REFUND POLICY — DOGGO'S OFF LEASH

We aim to provide a high standard of service and quality products. This policy outlines how returns, exchanges, and refunds are handled.

This policy operates in accordance with the **Consumer Guarantees Act 1993 (New Zealand)**.

1. General

1.1 Please contact us as soon as possible if you wish to return an item or raise an issue.

1.2 Proof of purchase is required for all returns or exchanges.

1.3 All returns must be approved by Doggo's Off Leash prior to being sent back.

2. Faulty or Incorrect Items

2.1 If an item is faulty, damaged, or incorrect, we will meet our obligations under the Consumer Guarantees Act.

2.2 Where applicable, we will offer a replacement, repair, or refund.

2.3 If the item is confirmed as faulty or incorrect, return shipping costs will be covered by us.

3. Change of Mind / Exchanges

3.1 We may offer exchanges or store credit for change of mind, sizing, or suitability.

3.2 Items must be:

- Unused
- In original condition
- With all tags/packaging intact

3.3 Return shipping costs are the responsibility of the customer unless the item is faulty.

3.4 Items that do not meet these conditions may not be accepted for return.

4. Non-Refundable Items

4.1 We do not offer refunds for change of mind purchases.

4.2 The following items are not eligible for return or refund unless faulty:

- Clearance or sale items
- Perishable goods (e.g. food, treats)
- Items that have been used, worn, or altered

5. Timeframes

5.1 Return requests must be made within a reasonable timeframe of receiving the item.

5.2 Approved returns must be sent back within 7 working days of approval unless otherwise agreed.

6. Return Process

6.1 To request a return, email:

dol@doggosoffleash.co.nz

6.2 Include:

- **Your name**
- **Order details**
- **Reason for return**

6.3 Once approved, we will provide return instructions.

6.4 We recommend using a tracked courier service, as we cannot guarantee receipt of returned items.



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7. Store Credit

7.1 Where a return is accepted (non-faulty), store credit may be issued.

7.2 Store credit:

- May be used on future purchases
- Is non-transferable
- Has an expiry period (if applicable)

8. Services

8.1 Payments for services (e.g. dog walking, assessments) are generally non-refundable once the service has been delivered.

8.2 If a booking is cancelled with sufficient notice, we may offer a credit or reschedule at our discretion.

8.3 No-shows or late cancellations may result in forfeiture of the booking.

9. Additional Conditions

9.1 We reserve the right to decline a return where the policy conditions have not been met.

9.2 Nothing in this policy limits your rights under New Zealand consumer law.

10. Contact

For all return and refund enquiries, please contact:

dol@doggosoffleash.co.nz