

DOGGOS OFF LEASH – RETURN AND REFUND POLICY



We understand that buying online can prove difficult sometimes. This policy has been established to give you the comfort of knowing that if you purchase online from Doggo's Off Leash and the item is found to be defective or does not meet your needs, we will happily replace the product, or offer an online credit (subject to the terms and conditions set out below).

This policy includes the rights you have under the New Zealand Consumer Guarantees Act and provides you with benefits in addition to those rights, because your satisfaction is very important to us.

When returning a product to us, please ensure you have your proof of purchase.

Please contact us immediately if you would like to exchange your product or return a faulty product. The returned item must be in saleable condition, unless faulty and returned within 7 working days. We honour the Consumers Guarantee Act regarding faulty products and refunds.

If you are not happy with your online purchase we may offer you credit to use at our online store, but **we do not offer refunds** so please consider this when purchasing.

If you wish to return an item, please email us at dol@doggosoffleash.co.nz with the reason for return. Upon receiving your request we will then evaluate the return and send you approval if the item is eligible for return. This time starts from receipt of your delivery as we appreciate couriers can experience delays.

If we approve your return, we will provide you with an address to return your goods to. Shipping costs are non refundable and you are responsible for paying for your own shipping costs for exchanges.

Please ensure you put your full name and order number in the package you are returning. You can use any courier company of your choice. We do suggest using a trackable courier service as we cannot guarantee we will receive your order.

Once we receive the item and it has been checked we will then email you an online code which can be used to choose another suitable item. You may then use this code as a discount code at checkout to purchase your new item. This will deduct the amount of your return off your order. Shipping is exempt from using your returns code.

Credit vouchers have a 6 month expiry for full price items and 3 months for sale items. Our usual terms still apply below.

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We will provide an exchange under the following terms:

- ✿ We require a receipt or proof of purchase.
- ✿ Goods must be returned in original condition as purchased with labels and tickets attached
- ✿ Any purchases must not have been worn, washed or used.
- ✿ Goods that have gone over the time frame for returns will be returned to you as these will not be eligible for return.

Don't stress! Goods that are deemed as faulty we will of course follow the Consumers Guarantee Act. We suggest contacting us in this instance. If we consider the goods faulty or the incorrect items have been shipped we will cover the cost of return couriers.

EXCHANGES

If you have purchased something and wish to return for exchange due to wrong sizing or colour etc, the courier charge will need to be covered by you. Items purchased from our clearance section are not valid for exchange or refund. The item must not been used or expired and must be in the same condition that you received it and is in its original packaging.

MANUFACTURER WARRANTIES AND PERISHABLE GOODS

We pride ourselves on using quality suppliers for our treatos. If you have purchased any food, treatos or other perishable items for your fur baby from us, please note these are non-refundable unless the product has manufacturer issues, the incorrect product was supplied or the goods are past their expiry date. Please contact us directly with any issues that you may have so that we have the opportunity to get it right for you. Our aim is for happy customers and happy doggos.

Please don't hesitate to contact us to discuss these options or if we can help in any way. We aim to make this process as easy as possible for you as we know sometimes buying online items are not always suitable.