

BLUE MOON CANINE RETURNS POLICY

We hope that you enjoy the purchases you make from Blue Moon Canine. However, if you wish to return an item, you may do so in accordance with your statutory rights or in accordance with this Returns Policy.

How to Return an Item

As an alternative to the return options provided by your statutory rights, customers may return items purchased from Blue Moon Canine under this Returns Policy in accordance with the following terms:

1. Returns made under this Returns Policy must be made within 14 days of delivery of an item.
2. Items to be returned must either be:
 - a. In perfect and unused condition.
 - b. Faulty.

To start the returns process, you should email us at Hello@bluemooncanine.co.uk requesting a return in accordance with this Returns Policy. Include your name, identification of your order (e.g. an order number), and details of the item(s) you want to return. You must also state the reason(s) for return.

Once we receive your email, we will, within 5 working days (unless business is closed for holidays etc), check that your item is eligible for a return. We will then:

1. Send you a returns postage label via email, which you should attach to your item. You will not have to pay for this.
2. Expect your item to be returned to us within 14 working days of you receiving the returns postage label, in the condition of which you declared.
3. Start the refund process, as stated below.

Entitlement to a Refund

When a return is made following the requirements and procedures set out in this Returns Policy, a customer is entitled to a full refund of the price they paid for the item(s):

1. Taking into account any discounts that were applied at the time of purchase.
2. Exclusive of any shipping costs paid. Eg: if your item total was £8 and you paid £2.50 postage, you will only be refunded £8. We will not charge shipping fees for you to return your item to us.
3. If the item is in either: perfect and re/sellable condition or faulty. We cannot process your refund if it does not fall within these two categories.

Processing Returns

Once we have received an item you wish to return:

1. We will check the item you have returned within, wherever possible, 7 days.
2. If we confirm that the item and your returns procedure comply with the requirements set out in this Returns Policy:

- a. We will let you know that your return has been received and accepted.
 - b. You will receive a refund via your original payment method, usually within 7 days of a return being accepted.
Or, if an exchange is available and agreed to instead, your new item will be delivered to you within our usual delivery timeframes at no extra cost.
3. If the item returned or your returns procedure does not comply with the requirements set out in this Returns Policy:
 - a. We will let you know why your return has not been accepted.
 - b. We may offer a reduced refund (e.g. if an item is returned damaged).
 - c. You will have the option to take the item back (note that you may be required to pay for shipping if necessary).

Exchanges

If you wish to exchange an item purchased for another item (e.g. the same product in a different size or colour), you should email hello@bluemooncanine.co.uk with details of the item you would like to exchange, along with your original order number. If an exchange is viable, we will then send you a returns label via email for you to attach to your parcel. Then:

1. If the requested exchange is possible, we will send the new item to you once the item being returned has been received, the return has been approved, and you have paid the return fee as requested by us.
2. If the requested exchange is not possible (e.g. because the requested item is not in stock or has a different price), we will inform you of this and provide a refund or offer an alternative item instead. You will not be required to pay shipping for the replacement item but your original shipping cost will be deducted from your refund.

Exclusions

Reasons that we may not accept your return and may not offer a refund include (but are not limited to):

- The item(s) is/are in used but not faulty condition.
- The item(s) is/are damaged due to wear and tear.
- The item(s) is/are damaged due to human error (includes but not limited to: incorrect use, a dog chewing/destroying them)
- The item(s) is different from which you declared, eg: different item/item is dirty when you stated it was new

We may also prevent you from purchasing from Blue Moon Canine if we feel you are returning an unreasonable amount of products. We are a small business and shipping costs are deducted from our income.

If we feel you are returning too frequently, we may cancel and refund any future purchases you make.

A Customer's Statutory Rights

The returns process provided under this Returns Policy is provided *in addition to* customers' statutory rights and this Returns Policy does not diminish these statutory rights in any way - it simply provides our customers with an additional returns option.

A customer has a statutory right to a refund in certain circumstances. For example, you may have a right to a refund if a product is not of satisfactory quality or not fit for purpose. Or, if you're a consumer, you may have a right to simply change your mind and cancel your order in certain circumstances (i.e. your cancellation rights).

Exactly which rights apply to your situation will depend on the circumstances of your purchase. For example, whether you purchased as a consumer or a business; whether you purchased online or in-store; and whether you purchased digital content or other items. For more information on your rights in relation to your purchase:

1. See the Terms and Conditions that cover your purchase. You will have been shown or given these during the purchase process. Alternatively, find our Terms and Conditions online here: <https://bluemooncanine.co.uk/terms-and-conditions>.
2. You can contact us at Hello@bluemooncanine.co.uk to request a copy of the relevant Terms and Conditions, to ask which of our Terms and Conditions are applicable to your purchase, or to request more information about your rights.