



RETURNS & REFUNDS POLICY

We are confident that you will be happy with your purchase from Tack, Togs & Dogs. However, if for any reason you are not, we will do all we can to put matters right.

Under the Consumer Contracts (Information, Cancellation & Additional Charges) Regulations 2013, if you buy online or by telephone, your consumer rights entitle you to a full refund if you request one in writing within 14 days of receipt.

This includes any delivery charge but does not include the cost of returning the items to Tack, Togs & Dogs or the cost of Tack, Togs & Dogs recovering the goods from you.

Please note that the buyer will be responsible for the cost of returning unwanted or cancelled goods for which we suggest you obtain proof of postage.

We recommend you return the items to me using a 'signed for' or 'recorded delivery' method. You can contact us by email at megsallaboutdogs@gmail.com or by post to Parklands, Sharnford, Hinckley, Leicestershire LE10 3QA

We regret that if the item is not returned in its original condition, the buyer is responsible for any loss in value.

Cancellations - Unfortunately we do not accept cancellations but please do contact us straight away if you have any problems with your order and we will do all we can to help.

Delivery Discrepancies - Any discrepancies must be reported as soon as possible, preferably within 24 hours.

Missing items - If an item is missing please notify us as soon as possible, preferably within 24 hours of initial receipt of delivery, so that we may investigate.

Faulty Goods - Damages must be reported as soon as possible after delivery, preferably within 24 hours of initial receipt of goods. In the first instance, please report the issue to megsallaboutdogs@gmail.com with a full description of the alleged fault and we will advise on action required to remedy the situation.

Please note we do not give a refund on damaged goods not notified to us within 14 days from receipt.