



REFUND AND RETURN POLICY

If you have any problems with your order or any of the items are unsatisfactory, please get in touch with us. We will do our best to deal with your problem efficiently.

Please note that we are unable to accept returns on frozen, raw and perishable goods as these are exempt from the right to cancel. This does not apply to faulty goods.

FOR ONLINE PURCHASES

Refunds are available for any non-frozen / non-perishable goods within up to 30 days of purchase, and you must return the goods within 14 days of requesting a refund, complete with the original packaging to us at your own expense.

It is your responsibility to take reasonable care of the goods before they are returned to us. Goods must be packaged adequately to protect against damage and arrive in a saleable condition. If there is any damage or deterioration evident, we will charge you for the reduction in value.

All monies paid to us by you including any postage / carriage will be refunded within 30 days, less any costs due under this contract.

This refund policy does not affect your legal rights – for example, if goods are faulty or inaccurately described.

Refunds for selecting the wrong shipping at checkout can not be given after payment has been made.

PURCHASES MADE IN PERSON

We are not able to offer refunds on goods bought in person from our shop or any other outlet which are being returned for example because they are no longer required or you have changed your mind.

This refund policy does not affect your legal rights – for example, if goods are faulty or inaccurately described.

FINAL NOTE – Please remember to always supervise your dog's whilst eating, especially treats and bones.