



# RETURNS NOTE

**BE ADVISED - WE DO NOT ACCEPT RETURNS IN PERSON**

## ORDER DETAILS

NAME	ORDER NUMBER

## RETURN DETAILS

QTY RETURNED	SERIAL NUMBER	ITEM DESCRIPTION	REFUND PLEASE TICK	EXCHANGE PLEASE TICK	REASON CODE

REASON CODES	
<b>A</b>	Incorrect Item Ordered
<b>B</b>	Incorrect Item Delivered
<b>C</b>	Faulty Item
<b>D</b>	Unwanted Item
<b>E</b>	Arrived Too Late
<b>F</b>	Not As Described
<b>G</b>	Damaged

## PLEASE ADD A DETAILED DESCRIPTION OF ANY FAULTS OR DAMAGES

COMMENTS

### RETURN INSTRUCTIONS

1. Unwanted items must be returned within 15 days of purchase.
2. Unwanted items must be returned to us in pristine condition.
3. Faulty items can be returned within 30 days of purchase.
4. You will be required to arrange a courier to send your parcel back to us. We recommend using a recorded mail service for sending any parcels.
5. Unwanted items returned to us are done so at your own expense.
6. Return costs will be refunded for faulty items once we have received and checked the goods.

If you have any questions about your order, you can send us an email to [customerservices@dogfender.com](mailto:customerservices@dogfender.com)

**DogFender Returns**  
**Tass Enterprise Ltd Units**  
**Unit 21, Merchant Drive**  
**Mead Lane, Hertford**  
**Hertfordshire**  
**SG13 7AY**

**FOLD HERE**