

## **Wuffable Returns and refund policy.**

This policy exists in addition to your legal rights.

All custom-made items are made to your dog's measurements and to your individual specifications and therefore are exempt from the returns policy.

As per the distance selling regulations, off the shelf products are returnable in their original packaging within 14 days.

All digital download sales are final and non-refundable.

### **Exceptions / non-returnable items**

All custom made items.

### **Damages and issues**

Please inspect your order upon receipt and contact us immediately (within 48 Hours) if the item is defective, damaged or if you receive the wrong item, so that we can see what has gone wrong and make it right.

To start a return, you can contact us at [info@wuffable.com](mailto:info@wuffable.com). If your return is accepted, you'll receive instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

### **Refunds or Replacements**

We will notify you once we've received and inspected your return, and let you know if the refund or replacement was approved or not. If approved, your product will be repaired if possible or replaced or refunded as we determine appropriate. Refunds will be refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.