

RETURNS

PETSANDLIFESTYLE



Please tell us if you would like a Refund or Exchange by ticking the applicable box below.



Pack your return parcel well with appropriate packaging material – you can even use the original packaging.



Don't forget to include this form with your return parcel

ADDRESS

Petsandlifestyle
Unit 12, Lansdown Workshops
SE7 8AZ
London UK

ORDER DATE

ORDER NUMBER

CUSTOMER NAME

QTY	PRODUCT CODE	DESCRIPTION	REFUND OR EXCHANGE	REPLACEMENT SIZE	REPLACEMENT COLOUR	REASON CODE	REASON FOR REFUND OR EXCHANGE CODE
							1. DOESN'T FIT PROPERLY 2. POOR QUALITY 3. STYLE DOESN'T SUIT 4. ARRIVED TOO LATE 5. NOT AS EXPECTED 6. UNWANTED GIFT 7. ITEM FAULTY

Did you receive an incorrect item? Please fill this section:

PRODUCT ORDERED	PRODUCT RECEIVED	REFUND <input type="checkbox"/>	EXCHANGE <input type="checkbox"/>

TERMS & CONDITIONS

- You have 30 days from when you receive your item to return it for a refund.
- If you're unable to return it within the 30-day period, please let us know within the 30 days.
- Refunds will be made onto your original payment method (including gift cards) within 14 days of us receiving the return. Some banks may take up to 30 days to process the credit to your account.
- We are unable to accept refunds on orders paid for using Klarna
- We don't accept liability for items that get lost or damaged in transit back to us.
- Items must be unwashed and unworn, with all labels and tags still intact. No stains or pet hair on products when returned. Pets and Lifestyle asks that you try the collars/ coats/bed/blankets when your pet is clean and dry. Collars and coats will only be accepted if returned to us unworn, unfortunately, we can't accept them in any other condition.
- Items with a seal tag will only be accepted where it remains intact and undamaged.
- Dog Grooming Products and Dog Food/Treats can only be returned if they are sealed and show no signs of use.