

# RETURNS

Date Returned

.....

We are super happy to check the fit if you are not sure of it, email us a photo to [sizing@equafleece.co.uk](mailto:sizing@equafleece.co.uk)

## WHAT TO DO IF YOU NEED TO RETURN IT!

- Pick off all hairs. We use parcel tape wrapped around our hands. PLEASE DO NOT BRUSH OR WASH THE FLEECE.
- Fill in your NAME, POSTCODE and TELEPHONE or EMAIL below.
- Tick the relevant boxes and fill in all 5 of your measurements please.
- You must PAY FOR POSTAGE - keep proof of postage until your return has been processed.
- We will cover the postage cost of any replacements sent out to you.
- Tick Method of Payment box if exchanging size and there is extra to pay (all prices in the brochure).

## OUR TERMS AND CONDITIONS FOR RETURNS

- Try the fleece on a clean dog, only once indoors.
- Items returned must be in NEW condition.
- Items that are soiled, hairy, washed, brushed or smell WILL NOT BE PROCESSED. As above, we use parcel tape wrapped around our hands to remove hair, and a damp cloth to blot off any soiling.
- Items that are bespoke or have been altered are NON-RETURNABLE.



Please return this portion with item(s)

PLEASE NOTE: Any items returned for exchange or refund must be in resaleable condition. Items that are soiled, hairy, washed, brushed or smell will not be processed.

Name .....

Postcode or Order Ref.....

Tel ..... Email .....

(in case we need to clarify anything)

## RETURN OPTIONS

(please tick as many boxes as necessary)

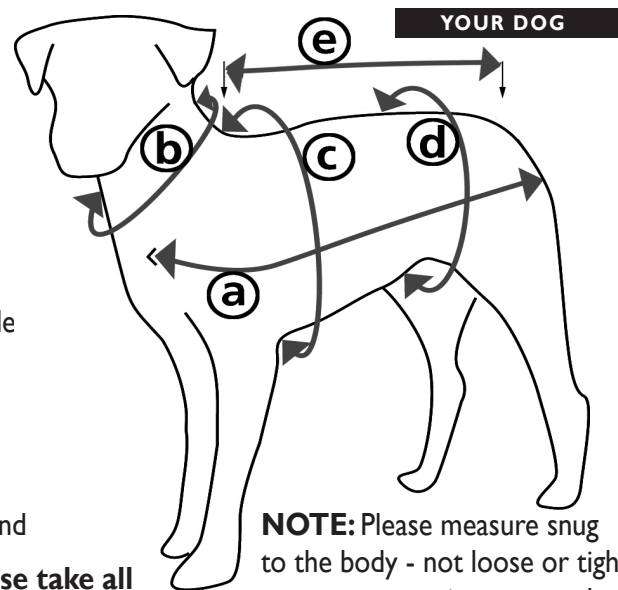
- Exchange for .....
- Refund
- Add zip (£12) - **NB** Please ensure correct fit as non returnable
- Move Bow (£6) by:- ..... Max 3" (7.5cm)
- Change colour to .....
- Faulty garment .....

If the size is wrong please tell us where it is wrong for your dog and

- Too long in the back
- Too short in the back
- Too tight all over
- Too baggy

## TICK METHOD OF PAYMENT IF NECESSARY

- Card Payment - once your garment has arrived back with us we will ring you or email you a payment link.



Please take all 5 measurements

cm / inches (delete appropriate)	Breed.....
a) ..... (breastbone to base of tail)	.....
b).....	.....
c).....	Age .....
d).....	Other info.....
e)..... (base of neck to base of tail)	.....