



Returns Policy

Our made to order collars are non-returnable

As all our made-to-order collars are made specifically to your personal choice it is, therefore, the responsibility of the customer to ensure the collar chosen is the correct style, size and width for their breed of dog as all our made-to-order collars are non-returnable unless there is a fault with the collar.

If the wrong item has been sent to you by accident, we will ask you to return the item to us. Once we have received the incorrect item, you will be refunded the postage costs and the correct item will then be sent out to you.

Damaged

if your item is damaged on arrival or there has been a manufacturing fault in the material, we would require you to contact us and send a photograph of the damage within 7 days of delivery.

All photographs will be vetted before we can process a refund or exchange.

Conditions of return

Contact me within 7 days of delivery for damaged goods.

Contact me within 14 days of delivery for any other issues

Return items back within 30 days of delivery

If the item is not returned in its original condition, the buyer is responsible for any loss in value.

Cancellations

Cancellations will be accepted within 48 hours from purchase providing the item is not in the process of being assembled or has been dispatched. A full refund will be given providing the cancellation of your order is within the conditions and time scale stated.

Terms and Conditions

Terms of Service

It is the customers' responsibility to obtain and provide the correct information regarding size, style and material choice of any item purchased.

We do accept cancellations as long as you contact us within 48 hours from your

purchase providing the item is not in the process of being assembled or has been dispatched.

Disclaimer

We would like to make our customers aware that as with any fabric product, there is a risk of the material catching or being pulled and therefore we cannot be held responsible for any damage that may occur once the item is in use.

Voucher Terms and Conditions

Voucher may only be used once
Voucher is non-redeemable once it has passed the expiry date
Voucher cannot be redeemed for cash