



# 100 Days Exchange & Refund Guarantee

We want to make sure everyone is 100% satisfied with your new gear from Dog Owners Gifts Australia. Please take a moment to try your purchased items in a clean and dry environment, keeping the original packaging intact. If, for any reason you are not happy with your purchase, we will be happy to refund or exchange your order. Please return the items in new condition with all tags and packaging intact. It's as simple as that!

**REFUND**

To return an item, simply fill out the form below, and along with your item/s, post everything back to us (please see address details below). As soon as we have received your return, we will process your refund via your original payment method. You will receive an email notification when your refund is processed.

**EXCHANGE**

There are a couple of options you can choose from. You can place a **NEW** order on our website for the items that you need. This way we can get your exchanged items (new order) out to you quickly and with as little fuss as possible. Then just fill out the form below and post it back to us with the returned items and we will process a refund on your original order as soon as it is received. Alternatively, you can fill out the form below and post it back with your returned items along with your contact details. We will then contact you about your exchange along with any product variation and shipping costs that may be applicable.

**Please Note:** Return shipping charges of \$8.95 flat rate are applicable to exchanged items, alternatively please provide a self addressed parcel post satchel with your exchange.

Name: \_\_\_\_\_

Order #: \_\_\_\_\_

Contact #: \_\_\_\_\_

| Product | Comments / Additional Information |
|---------|-----------------------------------|
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**Return Address:**

P.O Box 489, Terrigal, NSW, 2260 | Ph: 1300 982 526