

Returns Form

PET & COUNTRY

Please fully complete this form

Order Date	Order Number	Today's Date

Product Code	Item Description	Price on Invoice	Refund (Tick this box)	Exchange (Tick this box)	Return Reason Code

Please send me the following replacement items

Product Code	Item Description	QTY	Price	Total

Name	
Postcode	
Email	
Telephone No	

Returns Reason

1	Faulty item
2	Poor quality
3	Wrong item received
4	Damaged item
5	Ordered wrong product
6	Arrived too late
7	No longer required
8	Wrong size
9	Looks different to website image

OPTIONS FOR RETURNING AN ITEM TO PET & COUNTRY.

1. For high value items please send **RECORDED DELIVERY**. Please retain your tracking number until the item has been delivered. If you are returning your item recorded delivery, the postage will only be refunded if the item is faulty, or if a mistake has been made by Pet & Country.

2. **ALTERNATIVELY** use the Free-post label that is affixed to this form. Please retain your Royal Mail receipt as proof of postage as Pet & Country cannot be held responsible for items lost in transit without a proof of postage.

**PLEASE NOTE THAT WHEN
SENDING A RETURN,
THE PARCEL IS YOUR
RESPONSIBILITY UNTIL IT
REACHES US.**

**Freepost RTLB-KJAJ-SBUR
Pet & Country Returns
16 Finvoy Road
Ballymoney
Co. Antrim
BT53 7JE**