Returns & Refunds Policy

Returns

At Woof Spa & Treats, we take great care to ensure our products reach you in perfect condition. If you are not completely satisfied with your purchase, we're here to help.

Online Orders

Under the Consumer Contracts Regulations, customers purchasing online have the right to cancel their order within 14 days of receiving their goods.

To be eligible for a refund:

- Items must be unused and in their original condition.
- Products must be returned in their original packaging where possible.
- You must notify us of your intention to return the item within 14 days of receiving your order.
- Returned items must be received by us within 14 days of cancellation.

Please note that for hygiene and safety reasons, we cannot accept returns of products that have been opened, used, or partially used unless they are faulty.

Customers are responsible for return postage costs unless the item is faulty, damaged, or incorrect.

Products Purchased at Events, Markets, or In Person

Items purchased directly from us at shows, markets, events, or other face-to-face locations are not covered by the 14-day cancellation period.

We will only offer refunds, replacements, or exchanges for products that are:

- Faulty or defective
- Damaged upon purchase
- Incorrectly supplied

Please contact us within 7 days of purchase if you believe there is an issue with your item.

Damaged, Faulty, or Incorrect Items

If your order arrives damaged, faulty, or you receive the wrong product, please contact us as soon as possible with:

- Your order number (if applicable)
- A description of the issue
- Photographs showing the problem

We will arrange a replacement, exchange, or full refund, including any reasonable return postage costs where applicable.

Refunds

Once your return has been received and inspected, we will notify you of the outcome.

Approved refunds will be processed to your original payment method within 5-10 working days, depending on your payment provider.

How to Request a Return

Please contact us at:

Email: hello@woofspaandtreats.co.uk
Business Name: Woof Spa & Treats

Include your name, order number (if applicable), and details of the item you wish to return.

Your Statutory Rights

This policy does not affect your statutory rights under UK consumer law.