

Written February 9th, 2024

The Natural Dog Treat

Terms & Conditions



**THE NATURAL
DOG TREAT**

07990 606 866

www.thenaturaldogtreat.co.uk

thenaturaldogtreat@gmail.com

Terms and Conditions

- Although we try our best to dispatch your order in 2 working days, occasionally we may need an extra day to assemble your order and get it dispatched. Should there be any delay, we will endeavor to let you know as soon as possible.
- Any order discrepancies or damage must be reported within 2 days of your order being received, if an order arrives damaged, please send pictures and your order and contact details within 2 days of delivery to thenaturaldogtreat@gmail.com in order for us to raise a claim and replace your items.
- If you do not receive your order within 5 working days of dispatch, please contact us on 07990606866 or email thenaturaldogtreat@gmail.com. Claims may not be raised after this time.
- Please contact us ASAP on 07990606866 if you need to amend or cancel your order.
- We are not responsible for incorrect addresses and/or postcodes inputted on the order. Address changes or cancellations can not be actioned after the order is complete. Orders sent to the incorrect address can only be resent once returned to us, and will be subject to additional postage costs, if a refund is required it will be minus the outbound and return postage costs.
- If you need to return your order, it will be at your own cost and outbound postage will not be refunded. Refunds are not actioned until the goods are received and confirmed that they are in the same condition as when sent.
- All sizes and weights where given are approx.
- The products supplied by us are natural so sizes, colours, and shapes of products will vary.
- We can not guarantee that the treats have not been in contact with our other animal-based products, so if your dog has a serious allergy please contact us before ordering.
- Returns can only be accepted if the items are incorrect or faulty as they are classed as food items.
- Any return postage costs will not be refunded and refunds will not be issued until the goods have been received by us.