



Mercer's Mutts Terms and Conditions

Refund Policy

Our returns and refunds policy lasts 14 days from date of receipt. If 14 days have passed since your delivery date, unfortunately you cannot return any items.

To be eligible for a refund, your item(s) must be unused, unworn, unwashed and in the same condition that you received it. We recommend that you carefully try new items on indoors just in case you need to return them. Please pack your return item with a note of order number, name, and address and please ensure all returns are unworn, unwashed, and free from pet hair.

To start a return, you can contact us at info@mercersmutts.co.uk. If your return is accepted, we will send you instructions on how and where to send your returned package. Items sent back to us without first requesting a return will not be accepted.

Please note you are responsible for all return shipping costs (unless the reason for return is due to faulty or damaged product) and original shipping costs cannot be refunded. It is recommended that you use a trackable shipping service or purchase shipping insurance. Please ensure that you keep tracking numbers until you receive a confirmation of refund. We are unable to guarantee that we will receive your returned item and we do not accept any responsibility for lost items whilst being returned to us.

Damaged and Faulty Items

We ensure that all products are quality checked before leaving us. However, in the unlikely occurrence that you have received damaged or faulty goods, please contact us upon receipt of goods so that we can evaluate the issue and rectify it.

Refunds

We will notify you once we have received and inspected your returned goods and inform you if the refund was approved or if there is an issue. If your refund is approved, you will be automatically refunded on your original payment method within 7-10 business days (dependant on your financial institution). Please remember it can take some time for your bank or credit card company to process and post the refund

Customs and import taxes

Buyers are responsible for any customs and import taxes that may apply. We are not responsible for delays due to customs. We are not able to cover the costs of tax/charges. International Customs tax/charges are not within our control so you may be required to pay this depending on your location.

Exchange Policy

Due to possibility of our product(s) selling out, we do NOT accept exchanges at this time. We recommend following the return policy above for the return of your product and then re-purchasing your desired size and/or colour.

Brand Rep Codes

Please note only one brand rep code can be used per purchase.

Shipping

UK Deliveries: All orders are shipped via Royal Mail. You will be emailed shipping confirmation once we start to process your order. Please ensure you have given an active email address or phone number to receive updates on your order.



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Our delivery is £3.99, please allow up to 10 working days for this to arrive. There **Please allow extra time for your order to arrive as there are still delays due to covid. We are not responsible for delays or stolen orders.**

INTERNATIONAL Deliveries: We ship via Royal Mail. Please allow extra time for your order to arrive as there are still delays due to covid. Our delivery is £6.99
We are not responsible for any customs or tax charges for orders outside of the UK.

Please ensure you leave an email address on completing your order as you may not receive your confirmation / processing email to say your order is on route to you.

MISSING ORDERS

We are not responsible for delays or stolen orders. Please contact Royal Mail with enquiries to missing orders. If they have been shipped back to us due to an insufficient address, we will be able to re send this out to you, but the postage will need to be repaid and a reliable address used. **NO SHIPPING COSTS ARE REFUNDED AT ANY TIME.**

Customs and import taxes: Buyers are responsible for any customs and import taxes that may apply. We are not responsible for delays due to customs. We are not able to cover the costs of tax/charges. International Customs tax/charges are not within our control so you may be required to pay this depending on your location.

Returns: You must return items back to us within 14 days of delivery. Please contact us if you have any problems with your order. If you need to swap a size in your current order that has NOT been shipped yet, please let us know via email.

Conditions of return: Buyers are responsible for return shipping costs. If the item is not returned in its original condition, the buyer is responsible for any loss in value. Items returned must be received back to us in a saleable condition, all returns must be unworn, unwashed, and free from pet hair.

Dog Accessory Disclaimer: No accessory is indestructible, always check your dog's accessories for wear and tear. It is the customers responsibility to determine the suitability of the product for their pet.

Our dog accessories are suitable and sturdy for everyday use. We do not refund or replace for general wear and tear of a product; only genuine faults will be resolved after initial inspection. We do not guarantee any protection from our items and owners are responsible for any damage created to the products from misuse, or damage created by your dog on walks or from unsafe storage of products.

Owners are responsible for purchasing the correct size for their dog by using the size guides available. We do not recommend our harnesses for dogs that are excessive pullers this will eventually cause tears in the item making it not fit for purpose. We recommend hand washing below 40 degrees to avoid any chance of the items shrinking.

Products should be left flat to dry. Do NOT put accessories in a drier as they contain plastic components.