



Red Dog Rehabilitation Returns policy 2019:

We adhere to the New Zealand consumers guarantee act.

You may return a product for refund or exchange if you find it to be faulty. We will accept postage and handling costs for any faulty products. Return of a faulty product must accompany a description of what the fault is.

Products can be exchanged if they are found to be the wrong size. The product must not have been used for more than trying the item on once. We do not accept postage and handling charges in this case.

Exchanges and refunds will not be accepted due to the dog not accepting use of the product or the owner changing their mind.

In order for a product to be exchanged, the product must be in the original packaging, be intact and must not show any signs of wear and tear. It must not have been used outside (ie; wheelchairs).

Please contact us prior to returning or exchanging goods so we are aware of your incoming products. Contact must be made by email of your intention to return or exchange the product within 5 days of receiving the goods. The product must be returned within 10 days (see return instructions below).

How to return items:

1. Fill out the Product return form for Red Dog Rehabilitation products below.
2. Place back into original packaging with receipt or invoice copy.
3. Send all parcels to Red Dog Rehabilitation, 1218 Great South Road, Runciman, RD2 Drury, 2758 by courier. Returns must have at least tracking. If the parcel is valuable, please check the option you cover has insurance. Insurance is optional. We are not responsible for any lost or damaged product in transit.
4. Refunds will be processed within 10 business days. Please select how you would like your refund processed on the refund form.