

Returns Policy

We want you to be completely satisfied with your purchase from Oli Juste Dog Trainer & Behaviourist. Where products are made by us, products are carefully designed and handmade in the UK and we carefully inspect each product we ship to make sure it meets our highest standards. Having said that, if you are not satisfied, you may return any item you've purchased from us within 14 business days of receipt of the product. It must be in an un-used re-sellable condition and we reserve the right to charge a 15% re-stocking fee for any opened or damaged product packaging. Return postage will not be refunded unless the item is faulty. For exchanges, we will replace items only if they are faulty, damaged or have been sent in error. If you would like an exchange for another reason, please place a new order and return the unwanted item for a refund.

Chew Toys / Tug Toys and other Dog Games should be used in a supervised environment, Oli Juste Dog Trainer & Behaviourist cannot be held responsible for any damage caused during use or play. Should you feel any unusual wear and tear is sustained, please email a picture to rob@olijustedogtrainer.co.uk

Dog Tags – Understandably, personalised items cannot be accepted for return, unless there is a manufacturing error or product defect. All refunds and exchanges must be made within 14 days of receipt. Returns and refund requests will not be accepted if an item has been engraved to your supplied information which is supplied to us with error(s).

Please notify us by email that you are returning the item so that we will be looking out for it. We recommend a 'signed for' Service. On receiving the item back it will be checked and a full refund (minus any restocking fees) will be given. We are not able to refund return shipping costs.

OLI JUSTE



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www.olijustedogtrainer.co.uk

