

Returns Policy Definition

This policy is deemed accepted when you place your order on www.ralphwoofington.com

Please read the contents of this policy carefully before you place your order.

Your statutory consumer rights are not affected by this policy.

Refund policy

Our policy is valid for a period of 14 calendar days from the date of the purchase. If you would like to return the product for a refund during this period, you may do so provided the conditions below have been met. Please note that if the period of 14 days has lapsed, we can't, unfortunately, offer you a refund.

Refund requirements

The following criteria must be met to qualify for a refund:

- Product is defective
- Product is not as described
- Product must be in original packaging
- Product must be unused
- Product must not be damaged
- Personalised/customised products and items are not eligible for a refund unless faulty or damaged, you must notify us within 24 hours of receiving the product

Non faulty or non damaged returns must be returned unused, in the original packaging and be suitable for re sale or your refund may be declined.

In order to ensure the above criteria has been met, all returns will be inspected. If the product does not meet the listed criteria, we reserve the right not to issue a refund.

Personalised/customised products

Personalised/customised products and items are not eligible for a refund unless faulty or damaged, you must notify us within 24 hours of receiving the product.

Sale and clearance items

Only regular priced items may be returned, unfortunately sale or clearance items cannot be returned.

Shipping items

In order to return an order, you must contact us first and obtain and include a Return Merchandise Authorisation (RMA). Returns will not be accepted without a valid Return Merchandise Authorisation.

Returns can be mailed to the address provided during return application. You will be responsible for paying for the shipping costs with regard to the items that you wish to return. We will not refund the shipping costs.

You can initiate the return process by visiting www.ralphwoofington.com/returns

You must take care to ensure that the goods are properly packaged so that they will not be damaged while in transit. If the product is found damaged or used beyond what it takes for us to reasonably inspect it, then we may reject a refund.

Contacting us

If you would like to contact us concerning any matter relating to this Refund Policy, you may do so via the contact form or send an email to info@ralphwoofington.com

This document was last updated on July 22, 2021