



REFUND/EXCHANGE FORM K9 Sport Sack Australia

DO NOT THROW AWAY

RETURNING/EXCHANGING AN ITEM

- You can return the product to us within 14 days of receiving your package for a refund/exchange if the product is UNUSED. Shipping cost is non-refundable.
- Products are returned/exchanged at your own postal cost, each way, include a self-addressed postage satchel or we will send an invoice via email upon bags return. There is no free shipping in this case.
- All products must have all original tags and labels along with no hair/dirt/marks. Please clean them if necessary i.e. use sticky tape to remove dog hairs.
- All returned products that do not follow our return policy may result in an additional cleaning/processing fee up to 20% of the items cost.
- Refunds will go back though payment used for purchase and can take up to 3-10 days.

K9 SPORT SACK WARRANTY

- The duration of K9 Sport Sack's warranty is 60 days from receiving your purchase.
- The warranty only includes defects and malfunctions, please email a photo of the issue to the below contact email. If a defect/malfunction occurs within the warranty period, K9 Sport Sack will replace/refund the item. Warranty does not cover dissatisfied customers, dogs or damage caused to product due to dog chewing/scratching/playing etc.
- Please contact us immediately if there is a defect/malfunction. If a defect/malfunction occurs in the warranty period but customer contacts us after the warranty period, there is no coverage.
- K9 Sport Sack reserves the right to introduce new products at any time. Products received cannot be exchanged for new/updated products under any circumstance.

Name on order: _____

Order Number: _____

I would like a (please circle)	REFUND	EXCHANGE			
K9 Bag Style (please circle)	AIR 2	PLUS 2	URBAN 3	KNAVIGATE	
Colour (please circle)	BLACK	GREY	MINT	GREEN	
New Size (please circle)	XS	SMALL	MEDIUM	LARGE	XL

Additional Notes / Reason for refund: (Style and size upgrade will require an additional cost)

Return products to: K9 Sport Sack Australia
PO BOX 399
Dee Why, NSW, 2099

Contact: fleur@k9sportsackaustralia.com for more help