

Returns Policy

Customer Service guarantee

CatanDog's Global want you to be 100% happy with your purchase. If you have any problems please contact us for assistance. If we cannot assist you to use the CatanDog's tag for best results, then we will happily accept your return.

Return an item – our money back guarantee

CatanDog's Global is dedicated to providing you with a high quality product and customer service. Therefore, should you be dissatisfied with your purchase for any reason, you can return it within the following guidelines:

- Items are fully refundable within 30 days of the date they were received excluding all postage costs.
- For your own protection we recommend that you send returns using a delivery service that insures you for the value of the goods.
- Customers should always retain a copy of proof of postage.
- Refunds are only made once the items have actually been received, inspected and are in good condition.
- All refunds are done using the same method by which payment was received i.e. Should a credit card have been used then the same credit card will be refunded.
- The customer should return all goods using suitably padded packaging to prevent damage to the returned item. Preferably within the original packaging i.e. the box it came. With the invoice enclosed.
- The cost of returning the item to us is your responsibility, return postage costs are only refundable where goods are faulty

None of the above will affect your statutory rights as a customer.

Returns Address/Contact Details

Please contact us through our [Contact Us](#) page, setting out the nature of your reasons for returning the CatanDog's Tag/Tags and your contact address.

Upon receipt of your full contact details, and your comments, we will advise you of your nearest customer support agent and the address to which to send the returned Tag.

Cancellation of Orders

Once an order has been placed and sent through to CatanDog's Global it may be cancelled at any time by simply forwarding an e-mail to: info@catandogs.global. *[Please quote the order number and request cancellation.]*

Should the item have been despatched before cancellation was received, the refund policy will apply.

This does not affect your statutory rights as a customer.