

# KERA PETS DELIVERY, CANCELLATION & RETURNS POLICY

## COVID-19

Due to covid-19 regulations please expect a delay on returns & exchanges, we are processing everything as quickly and safely as possible.

We have no control over the speed of the postal service, so please understand that if tracked postage was not selected at checkout, then we cannot give you detailed description of where your package is. If you are expecting an order from outside the UK this may take 2 weeks longer than expected.

## 1.0 Delivery

We strive to make our online ordering process as simple as possible. We offer FREE UK standard delivery (UK Mainland) on all orders of £60.00 and above. For addresses outside the UK, additional delivery charges will apply.

We aim to deliver all items to UK addresses within 3 to 5 working days of payment (excluding Saturdays, Sundays and Bank Holidays). Longer delivery times may apply to certain items and those requiring delivery outside the UK. Where products are pre-ordered, an estimated delivery timescale will be provided, however, this is only indicative.

We deliver anywhere in the world but we reserve the right to deliver them only to the address identified with the card or account that has been used pay. In all cases, our obligation to deliver the items is fulfilled when someone first tries to deliver them at the address you have specified in your order.

If, due to circumstances beyond our reasonable control, a product becomes out of stock after an order has been placed, the customer will be notified by email and given an option to cancel the order and receive a full refund.

The customer should be aware that if an order consists of many products, these products may be delivered separately and may have more than one delivery cost. In these cases, the customer will accept part delivery of an order.

Kera Pets does not accept any liability for delay, dispatch or delivery and cannot be held responsible for non-delivery at any set time on a particular day.

## 2.0 Cancellation and Returns

A customer who wishes to return or cancel a product should first email us at [sales@kerapets.co.uk](mailto:sales@kerapets.co.uk) or via our on-line enquiry form, stating the order number and reason

for return/cancellation. The customer will then be contacted and provided with further information and the return address.

A customer has the right to cancel any purchase made within 7 days from receiving the goods. Any products returned as a result of cancellation must be in good and reusable condition upon receipt by Kera Pets in order for a full refund to be made. The cost of the return postage is the customer's responsibility unless otherwise agreed. The refund will be issued to the customer within 30 days of receipt of the returned goods.

Refunds on returns will only be accepted if the customer returns the product in its original packaging and with all labels intact.

If a product is received by a customer in a damaged condition, the customer must contact us immediately, within 48 hours of receipt and we will do our best to replace the damaged product within a reasonable time or we will refund the total cost of the product.

A customer who wishes to exchange a product may be liable to pay a further amount depending on the reason for the exchange and if the new product is at a higher price. We will notify the customer of any change in the price or any further delivery costs.

Kera Pets is not responsible for the cost or safe return of any product and will not issue a refund for a product that does not reach the correct delivery address when being returned by a customer. We suggest that customers return products via Recorded or Special Delivery or other secure method and takes out the correct postal insurance to cover the value of the product.

### 3.0 Exchanging and Returning Purchases from Shows

Kera Pets accepts exchanges from purchases made at a Kera Pets trade stand. If you have visited our trade stand at an event and there is a problem with your purchase, please email [sales@kerapets.co.uk](mailto:sales@kerapets.co.uk) referencing which show you purchased your item and the reason for exchange.

Refunds & exchanges can only be accepted if the customer returns the product in its original state.

A customer who wishes to exchange a product may be liable to pay a further amount depending on the reason for the exchange and if the new product is at a higher price. We will notify the customer of any change in the price or any further delivery costs.

Kera Pets is not responsible for the cost or safe return of any product and will not issue a refund for a product that does not reach the correct delivery address when being returned by a customer. We suggest that customers return products via Recorded or Special Delivery or other secure method and takes out the correct postal insurance to cover the value of the product.