

*In the event that you are not completely satisfied with your order, you have 14 days to return the goods to the following address:*

***PetExx Ltd. Unit 3, Firefly Square,  
Plantation Road, Burscough,  
Lancashire, L40 8JT***

*Please keep in mind that any item sent for a full refund must be delivered unused and in the same condition as you received it.*

*Alternatively, if you would like to make use of in-store credit, please make a note of this on your return.*

*In the event an item is received broken or damaged, then you will be given a full refund or we're happy to exchange the item, dependent on what you are likely to prefer.*

*Please note that it is the customer who is responsible for return shipping fees and we cannot take responsibility for the delivery time or loss of a returned package, so we recommend using tracking numbers to insure your package is returned to us.*

### **Contact Us**

*If you need to talk to someone about your return or refund, we're here to help.*

*Feel free to email us at **info@petexx.co.uk** or to drop us a line on **+44 (0) 1704 790 790**.*