



# Returns Policy

## Brent Lodge Wildlife Hospital

Last updated 03/07/2023

### Returns and Cancellations Promise

At Brent Lodge Wildlife Hospital you can buy with confidence as all of our goods are covered by a 14-day money-back guarantee.

Should your order disappoint you in any way, simply contact us for a refund in full assuming we receive the unwanted/faulty item in satisfactory condition within 14 days of the order date. Please note, if you have ordered a product and the size does not fit, postage costs are incurred by you the customer.

Our 14-day return policy is limited in the case of items requiring self-assembly which you have assembled, however, please get in touch in the first instance so that we can try and resolve any issues for you.

Our guarantee and returns policy does not affect your statutory rights. Please note that the colour of images may be affected by the availability of images or the technology used to access this site.

We will use reasonable commercial efforts to load faithful reproductions of the product offered, and please refer to the description of the product alongside the image to confirm colour and dimensions.

Sizes are usually given as height, width and depth, in that order. Some of our products are made from natural materials, where some normal colour variations may also occur. Goods are offered for sale on this site subject to availability.

If you decide to return the goods under the above money-back guarantee you are required to take reasonable care of the items until you return them to us.

Please see our shipping and delivery policy for full terms and conditions.

Please note, this only applies to purchases online. All purchases made in our physical shops are subject to credit note only unless the product is faulty or damaged.

The above policy applies directly to both Brent Lodge Wildlife Hospital Charity no. 1199715 and Brent Lodge Bird and Wildlife Trust Charity no. 276179

