

## **Returns Policy**

We have a 14 day return policy, which means you have 14 days after receiving your item to request a return.

To be eligible for a return, your item must be in the same condition that you received it, unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

To start a return, you can contact us at [hello@eviesplace.co.uk](mailto:hello@eviesplace.co.uk)

Please note that returns will need to be sent to the following address:

**Evie's Place Professional Dog and Cat Grooming, 90 Somerton Road, Bolton.  
Manchester, United Kingdom**

If your return is accepted, we'll send you instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

### **Damages and Issues**

Please inspect your order upon receipt and let us know immediately if the item is defective, damaged, or if you receive the wrong item, so that we may evaluate the issue and make it right.

Please get in touch if you have questions or concerns about your specific item.

### **Exchanges**

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

### **Refunds**

We will notify you once we've received and inspected your return to let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method within 10 business days. Please remember it can take some time for your bank or credit card company to process and post the refund too.

If more than 15 business days have passed since we've approved your return, please contact us at [hello@eviesplace.co.uk](mailto:hello@eviesplace.co.uk)