

## Returns Policy

At Pet Circle, we want your experience with us to be a pleasant one - which is why we've made our Returns Policy as simple as possible. And if for some reason things don't go quite to plan, we have a dedicated Customer Service team to make everything right again!

Before you read on, we recommend you hop on over to our [Frequently Asked Questions](#) - your question may have been answered over there.

**Please note:** *To help us process your return quickly, please contact a Pet Circle representative before you return the item. If a product is being returned to Pet Circle, this will be returned via Australia Post.*

### Satisfaction Guarantee

At Pet Circle, we understand the importance of ensuring your pet loves their food. That's why we offer a 100% Satisfaction Guarantee on all food and treat products purchased from us.

***This is a voluntary guarantee and applies in addition to your rights under the Australian Consumer Law.***

If you or your pet are not satisfied with the food you purchased from us, you can return it for:

1. a **refund** (this option is available on some *but not all* brands - please reach out to our Customer Service team to find out which brands support this);
2. **replacement food**; or
3. **store credit**,

in each case, subject to the following conditions:

- The Satisfaction Guarantee applies to all food and treats but not to other edible items, such as flea, tick and worming treatment.
- A claim under our Satisfaction Guarantee must be made within 30 days of purchase.
- If you choose the replacement food option, we will exchange your returned product for a replacement food item of your choice, provided it is advertised by us (at the time of your claim) at the same price you originally paid.
  - If the replacement product costs more, you'll need to pay the difference.
  - If it costs less, we'll refund the difference.
- You may be required to explain the reason for your dissatisfaction (e.g. feedback about your pet's reaction to the food or other concerns).
- You consent to us providing your feedback to the supplier, distributor or manufacturer (as applicable).

Our Satisfaction Guarantee is designed to give you peace of mind when trying new products for your pet. To ensure fairness, we reserve the right to decline a claim under the Satisfaction Guarantee if we reasonably believe the policy is being misused, such as through excessive or repeated claims without valid reasons.

## **Change of Mind Returns**

No longer want the item you purchased from us? We accept change of mind returns for up to 30 days from purchase, provided the goods are unopened and in original condition (including packaging). For these purchases you can return your order for **exchange** or **store credit**.

For food and treats, we offer a Satisfaction Guarantee (details above), allowing returns or refunds even for opened items within 30 days if you or your pet are not satisfied.

The customer is responsible for the cost of an item's return, unless there was an error on our behalf or the return is due to a fault, defect or other non-compliance with the Australian Consumer Law. Due to the nature of couriers, it may cost more to send an item back to us than us shipping it out to you.

## **Damaged, Faulty or Incorrect Items**

If you received a damaged, faulty or incorrect shipment or product, please reach out to our Customer Service team as soon as possible via the live chat widget and we will work with you to resolve the issue.

You can return your order for a **refund** (or replacement goods or store credit - it's your choice!) if the item is faulty, not fit for the intended purpose or not as pictured on the website.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

For the other terms and conditions applicable to Pet Circle's marketing and sale of goods and services, please have a look at our [Terms of Use](#).