



## WICKLOW PET HOTEL DELIVERY AND RETURNS

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### Delivery

Wicklow Pet Hotel are proud to use An Post for all our deliveries.

We offer free delivery on orders over €50 within Ireland. The majority of orders will be sent using An Posts Premium **Track and Trace Service**. You will be kept informed via email and SMS when the item leaves our premises.

Some very small parcels will be sent using standard post.

### Free Delivery within Ireland when you spend €50

- Delivery on orders between €20 - €49.99 will cost €5.50
- Delivery on orders under €20 will cost €3.50

We cannot offer a 'click & Collect' service at this time.

We are not currently delivering outside of Ireland.

Due to Covid 19 restrictions we are experiencing some delays on dispatch times. An Post deliveries are also impacted due to the increase of online sales. Although most of our deliveries take 1-2 days please allow 2-3 days during these unprecedented times. We will not be held in any way responsible if delivery is delayed by An Post once they have been posted.

For queries please email us [info@wicklowpethotel.ie](mailto:info@wicklowpethotel.ie) or phone **085 8762224** (9am-4.30pm, Mon-Fri)

### Returns Policy

We hope that you are happy with your purchase. If for some reason you wish to return an item and receive a refund we are happy to accept it within 14 days from the date of delivery so long as the item is returned in an unused, new condition in the original packaging for re-selling.

**To Return a product: Cost 4.95**

[https://www.anpost.com/Post-Parcels/Click-and-Post/Returns](https://www.anpost.com/Post-Parcels/Click-and-Post>Returns)

Please note our company requirements:

- Pack the product to avoid delay
- Add your order number and you name
- Reason for Return
- Action required

1. Print a Label at home using [An Post Return Portal](#) and bring the package to the Post Office
2. You can organise to return your purchase by Collection or Bring to Post Office through the automated service

Or alternatively please post the item to:

## **RETURNS**

**Wicklow Pet Hotel Ltd**

**Collie Cottage**

**Ballinacor West**

**Kilbride**

**Co Wicklow**

Refunds will be issued to you through the original payment gateway (Stripe). Refunds are processed daily but please be aware that depending on the processing methods of your bank it may take up to 10 days for the funds to appear in your account. This delay is at your bank's discretion.

### **Change or Cancel Orders:**

If for some reason you need to cancel or amend your order please contact us by email

**info@wicklowpethotel.ie** or phone on **085 8762224** between 9am - 5pm pm Mon - Fri. Please have your order number ready to quote. If your order has already been despatched or delivered you will need to follow our Returns procedure above.

### **Return of Ruff & Tumble Dog drying Coats** - what to do if bought the wrong size or it doesn't fit

We are happy to exchange your Ruff and Tumble dog drying coat if it doesn't fit. Returned coats must be unused and unwashed. Please refer to the detailed sizing guide here ([link to sizing guide](#)) If you are unsure about what size your dog needs please contact us by email or phone and we can help. As we have been using these coats at Wicklow Pet Hotel for many years so can help with sizing.

### **Returning Faulty Goods**

If your parcel arrives damaged please do not sign and accept it, as if the outer packaging is damaged it is possible the goods inside are. In the unlikely scenario that on opening the parcel the items you purchased are damaged you are required to inform us within 36 hours by phone or email. Our team will then work with you to resolve the issue.

Contact: **info@wicklowpethotel.ie**

### **Other information**

No right of cancellation, refund or return exists once you have used your product, unless the product is defective and you are returning it for this reason.