

RETURNS AND EXCHANGES

Thank you for your order. We hope you liked our products!

According to the Finnish Consumer Protection Act, you have a 14-day right of return of the delivery for products purchased from SportsK9. Please note that returned items must be in original, saleable condition. Returns inside EU are free as long as you follow the instructions below.*

Returns and exchanges

- Always start by contacting our customer service at shop@sportsk9.fi. We will give you detailed instructions on how to return or exchange your product.
- You will then receive a shipping label to use when returning the product.
- Please enclose a note with your name and address inside the package so we know it is from you.
- You will receive the refund or replacement when we have received the returned product and inspected it.

* **Non-EU countries** make an exception to our free return policy: because these countries have no return contracts with the Finnish postal service, customers outside EU must unfortunately cover the cost of returns themselves. For more information, please contact our customer service.

Defective products

Inspect the product immediately upon receipt. If the product is damaged or defective, contact us at shop@sportsk9.fi before returning the product.

Thanks again!

The SportsK9 Team
#JoyOfDogSports