



100% Satisfaction Guarantee Terms and Conditions

Retailer

1. All bags returned under the 100% Satisfaction Guarantee must be reported to Central Veterinary Services Limited within one month of the date the food was returned by the consumer.
2. All bags of food must contain at least 75% of the product when returned.
3. The consumer returning the food during a trial period should have introduced the product to their pet with a 2kg, 5kg or 7.5kg bag. Consumers who began trialling the food with a 15kg bag will be judged on a case by case situation.
4. Any product returned after the initial trial period must be reported to Central Veterinary Services Limited before a refund is given to the consumer.
5. When reporting, the retailer must provide Central Veterinary Services Limited with the following information:
 - practice name and address
 - product description
 - size of bag
 - best before date
 - batch number
 - reason for return
6. Once all information has been received, the case will be logged and a replacement bag will be sent out free of charge on your next order.