



Wellsies Pet Treats (Wellsies Cakes) Returns & Refunds Policy

Effective Date: 01st January 2025

Reviewed: Annually or as needed

Applies to: All Wellsies Pet Treats (Wellsies Cakes) customers and stakeholders

Our Commitment

At Wellsies, we are committed to providing high-quality, natural and delicious treats for pets and a positive experience for all our customers. We welcome feedback and take all complaints seriously, aiming to resolve issues fairly, promptly and professionally.

Returns

Due to the nature of our products (perishable pet treats), we are unable to accept returns unless the item is faulty or incorrectly supplied.

If there is a problem with your order, please contact us within 3 days of receiving it at wellsiescakes@outlook.com, including:

- Your order number / proof of purchase from the pop up shop or market
- A description of the issue
- A clear photo (if applicable)

We'll do our best to resolve the issue quickly.

Refunds

We offer refunds or replacements in the following cases:

- The wrong item was sent for online orders
- Your order arrives damaged or spoiled for online orders
- You receive a faulty or incomplete produce

If eligible, your refund will be processed to your original payment method within 5-7 working days after we confirm the issue.

We do not offer refunds for:

- Change of mind
 - Pets disliking the product
 - Incorrect storage or use of the product after delivery or collection
 - Items returned without prior agreement
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Important Note on Storage

Once purchased, the **correct storage of all treats becomes the responsibility of the customer.**

As our products are made with **natural ingredients and no artificial preservatives**, they must be stored according to the guidance provided on our packaging or website) e.g. in a cool, dry place or refrigerated if advised).

We cannot accept responsibility for refunds or complaints arising from improper storage after purchase, such as mould or spoilage due to exposure to heat, moisture or air.

Exchanges

In some cases, we may offer a replacement instead of a refund. This will be at our discretion and based on stock availability.

Return Shipping (if requested)

If a return is required, we'll provide instructions. Return postage costs will only be covered if the error was on our side (e.g. faulty or wrong item).

Need help?

If you're unsure whether you're eligible for a return or refund, just reach out – we're always happy to help:

- Wellsiescakes@outlook.com
- **TikTok & Instagram: @wellsiespettreats**
- **Visit our weekend Pop-Up Shop (from 18th April 2025)**