



The 4 Paws Inn

Where Every Tail Wags Happily!

4 Paws Inn & Hotel E-Commerce Store Returns Policy:

4 Paws Inn & Hotel E-Commerce Store

1. Return Period

- 7 days from receipt of goods
- Items must be unused and in original packaging
- Proof of purchase required

2. Non-Returnable Items

- Opened pet food and treats
- Used grooming products
- Hygiene items
- Personalized products
- Items marked as final sale
- Clearance items

3. Return Process

1. Initiate Return

- Contact us via WhatsApp (067 014 2070)
- Provide order number and return reason
- Receive return authorization

2. Return Methods

- In-store returns at 434 Koeberg Road, Milnerton
- Drop off during daycare/boarding visits
- Ship to our address (at customer's expense)

3. Condition Requirements

- Original packaging intact
- All tags attached
- No signs of use
- All accessories included
- Original receipt/proof of purchase

4. Refund Process

- Refunds processed within 7-10 business days
- Original payment method will be refunded
- Shipping costs not refunded unless item defective
- R50 restocking fee may apply

5. Defective Items

- Must be reported within 48 hours of receipt
- Photo evidence required
- We cover return shipping for defective items
- Full refund or replacement offered

6. Exchange Options

- Direct exchange for same item if available
- Store credit at current selling price
- Exchange for different item (price difference applies)

7. Damaged in Transit

- Document damage upon delivery
- Take photos before opening
- Report within 24 hours
- Keep all packaging materials

8. Warranty Claims

- Manufacturer warranties handled separately
- Proof of purchase required
- Contact us for warranty process assistance

9. Holiday Returns

- Extended return period for holiday purchases
- December purchases returnable until January 15th
- Standard conditions apply

10. Contact Information

Returns Department:

- WhatsApp: 067 014 2070
- Email: hello@4pawsinnandhotel.com
- Address: 434 Koeberg Road, Milnerton, Cape Town

Last Updated: December 2024

Let me know if you need any changes or additional details!

