

Customer Service

Dispatch

Your order will be dispatched within 1 to 7 days on receipt of order, dependent on availability of stock. We use Australia Post Trackable satchels, Express Post when requested and Courier Companies.

A confirmation email will be sent with the Australian Post tracking number for you to follow your parcel's progress and anticipated delivery date.

Freight

Shipping costs are influenced by the size, weight and your location. Exact shipping costs are calculated in the shopping cart and will be added to order at check out.

Currency/Prices

All prices are shown in Australian dollars (AU\$) and are inclusive of GST.

Returns & Exchanges

Should you not be happy with the product as received, you can return it within 14day for a full refund as long as the product is in it's original state, which means not chewed by your dog.

We are happy to replace our product against breakage if any of the components break as a result of normal use. In this instance we will repair or replace the product. We regret that normal wear and tear does not include being chewed in any way.

FAQ's

Can I collect my order?

You are welcome to come and pick up your order as long as you ring before to make sure that there will be someone here. You can also bring your dog to be fitted for one of our Front Clip Harnesses.

How long will it take to arrive at my address?

Delivery times will vary depending on your location, as a rule local area 1-2 days, however WA and TAS could take from 7-10 days.

Need Assistance?

If you have additional questions or need assistance with your order, we're here to help! Please visit our Contact Page or send an email.

For Wholesale or Trainer Prices please contact Hanne on 02 9997 8815.