

1. Customer information

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General

Each dog collar, dog leash and other accessory is made with great care and love, from high quality material for You and your dog.

The composition of the products is welded metal parts, special technical plastic accessories, webbing and ökotex standard 100% polyester. Each product can be washed in washing machines at low temperature or rinsed in lukewarm water with detergent. It is recommended to take off the dog ID tag before washing. More information about the use of dog collars, dog leashes and other accessories can be found on the following page: www.boldog.shop If there is a problem in connection with the ordered product (size, type, width, etc..) contact us at kutyanyakorv@gmail.com and we will solve it.

Warranty

Period of time is 1 year. In case of warranty claim you can ask to have the product repaired or replaced or to decrease or refund its price. The warranty claim cannot be validated at damages caused by inappropriate use. I will gladly change a chewed plastic buckle.

The course of exercising the right of withdrawal

If you would like to exercise your right of withdrawal (in 14 days from the receipt, namely 14 workdays) you can sign it on any of our availabilities. Return the ordered product to the given address. It is important that you bear the costs incurring during returning the product. I cannot take over the package sent by cash on delivery. Pay particular attention to the conditions of use, as the refundment of damage caused by inappropriate use will be on you in this case.

After receiving the package its unpacking and the examination of the returned product is recorded. It is needed in order to avoid any misunderstanding later (for example: if the returned product is defective or incomplete).

Afrer receiving the product under the terms of the Government Decree we refund the product price to you forthwith, but within 30 days at latest.

The right of withdrawal does not apply to the personalized products manufactured individually.

Contact

Web: www.egyedinyakorv.hu

Email: kutyanyakorv@gmail.com