

Refund, Return and Exchange Policy

RSPCA NSW makes every effort to carry a wide range of high quality products sourced from Australia and overseas to meet your pet needs.

This policy has been established to give you the comfort of knowing that your rights as a consumer are protected when shopping at our RSPCA NSW Online Store. All refunds, returns and exchanges fall under the Australian Consumer Law and detailed conditions can be found below.

If you have a question about your rights as a consumer, please contact our team at onlinestore@rspcansw.org.au or click [here](#) for full details.

Do you offer refunds or exchanges?

Our RSPCA NSW Online Store offers refunds or exchanges for goods that are defective or damaged in transit, incorrectly shipped or faulty. We cannot refund or exchange products for a change of mind.

You must ensure that the returned product is suitably packaged in order to prevent damage during return shipping. We will not accept responsibility for goods, which are damaged whilst in transit back to us. Do not write on or attach labels to the product being returned, otherwise the return may not be accepted.

A copy of the original packing slip or invoice, or other proof of purchase, must be included with the returned product. If such proof of purchase is not provided, we may not be able to process the refund.

If you need to return an item, please contact our RSPCA NSW Online Store team on (02) 9770 7571 or at onlinestore@rspcansw.org.au. Products should be returned to us within 14 days of delivery.

Returning products that are damaged in transit

If you receive a product that is damaged in transit from us to you, you should:

- refuse to accept delivery of the product,
- direct the courier to "Return goods to sender" and
- notify our team immediately at onlinestore@rspcansw.org.au

If you have already accepted delivery, and then notice that the product appears to have been damaged in transit, you should notify our team immediately at onlinestore@rspcansw.org.au.

Returning products that are faulty

If you receive a product that is faulty you should:

- Contact us on (02) 9770 7571 or at onlinestore@rspcansw.org.au with your name, contact details, invoice number and information about why wish to return the product.
- Once you have been in contact with us and received confirmation that a product is eligible for refund, please print out your purchase receipt and write the return reason on the back.
- Post the product and your purchase receipt to:
RSPCA NSW Online Store
201 Rookwood Road
Yagoona, NSW, 2199

If you require further assistance, feel free to contact us at onlinestore@rspcansw.org.au.

You must ensure that the returned product is suitably packaged in order to prevent further damage. We will not accept responsibility for goods, which are damaged while in transit back to RSPCA NSW Online Store. Do not write on or attach labels to the product being returned, otherwise, the return may not be accepted.

We will test all 'defective' or 'faulty' products returned this way within 14 working days of receipt into our warehouse. Some products may need to be returned to the manufacturer for testing. If your product is sent to the manufacturer for testing, our team will notify you by email or phone.

If you return a product because it was faulty but we find that the product is in full working condition or any defects or damage were caused after you took receipt of the product, it will be returned to you. You will be invoiced a processing fee and any freight costs associated with the return. These invoiced amounts will be payable within 30 days of receipt of invoice.

If we (or the manufacturer) determine that the product is defective or was damaged in transit, we will issue a full refund or exchange for the original purchase price of the product and associated freight costs. If an item cannot be replaced or exchanged, a full refund will be offered.

Unfortunately, neither RSPCA NSW Online Store nor the manufacturer can offer a refund or replacement where the product has sustained damage due to abnormal use as identified by RSPCA NSW Online Store. If a repair is possible, it would be at your direction and cost.

Returning products that have been incorrectly shipped

If you received an incorrect product in your order please contact our RSPCA NSW Online Store team as soon as possible [here](#) so they can assist you further. In most cases we can offer a full refund on these items and cover all shipping costs. Please note the products must be returned to the RSPCA NSW Online Store warehouse before the refund can be processed. You can read more about how to return an item [here](#).

If an item is no longer available and cannot be replaced, a full refund will be offered.

Returning items for change of mind

RSPCA NSW Online Store does not offer refunds or exchanges on products due to change of mind or because the product is no longer wanted.

Manufacturer's Returns Policy & Warranty

Please note that all products, with the exception of clearance products are sold with a manufacturer's warranty, unless otherwise noted.

If a product purchased from the RSPCA NSW Online Store develops a fault after 14 days from original purchase and is within the manufacturer's warranty period, we recommend that that in the first instance, you contact our team at onlinestore@rspcansw.org.au.

Please note that repair timeframes are subject to each manufacturer's warranty repair service and may vary.

How do I return a product?

Please contact us within 14 days of order delivery on (02) 9770 7571 or at onlinestore@rspcansw.org.au with your name, contact details, invoice number and information about why wish to return the product.

Once you have been in contact with us and received confirmation that a product is eligible for refund, please print out your purchase receipt and write the return reason on the back.

Post the product and your purchase receipt to:

RSPCA NSW Online Store
201 Rookwood Road
Yagoona, NSW, 2199

If you require further assistance, feel free to contact us.

You must ensure that the returned product is suitably packaged in order to prevent further damage. We will not accept responsibility for goods, which are damaged while in transit back to RSPCA NSW Online Store. Do not write on or attach labels to the product being returned, otherwise, the return may not be accepted.

Do I need to show proof of purchase to return or refund a product?

In order for us to process a refund, we will require proof of purchase.

The transaction for the product you are returning is listed on your invoice (included in your order) and can also be found in your purchase confirmation email.

If you are unable to locate your proof of purchase or invoice number, please email RSPCA NSW Online Store at onlinestore@rspcansw.org.au for help. Proof of identification may be required.

How long will it take for my refund to be processed?

Once we receive the returned product/s, we will begin the refund process. Please allow 14 working days for the refund to be completed.

Can I return an item purchased online to my local RSPCA shelter or location in person?

Yes, but this service is only available at RSPCA Sydney Shelter. Please contact us at onlinestore@rspcansw.org.au to confirm that a return is possible before arriving at the shelter, and have your name, email, invoice number and other details ready.

What are my rights under Australian Consumer Law?

You can learn about your rights as an Australian consumer [here](#). If you have any questions in regards to your RSPCA NSW Online Store purchase, please contact our team at onlinestore@rspcansw.org.au so we can assist you further.