

Shipping and delivery

We rely on the main express couriers. Delivery will be attempted twice, then in the negative case the package will be stored at the courier's warehouse. The opening of the storage procedure that occurs due to lack of agreement with the recipient entails an opening cost of 6 Euros and a collection commission of 2 Euros, in addition, storage costs of 3 Euros per day are expected.

We recommend that you accept the delivery by checking the integrity of the packaging and asking the driver to indicate "acceptance with reserve". In the case of obviously damaged packages, request a copy of the transport document reporting the anomalies found, take detailed photographs of the package and contact us immediately at + 39 335 7162985. In the absence of "conditional acceptance" no complaints will be accepted.

Return rights

It will be possible to return the product no later than 15 days from purchase: the product must be absolutely intact, clean, and returned in its original packaging, complete in all its parts (protective bubble wrap film, packaging, shipping document).

We do not accept returns of products that have been used, damaged, incomplete and / or dirty.

The product must be returned by express shipping, upon notice to be sent to us before sending the package by e-mail (amministrazione@petmood.it). The return shipment, until the delivery is under the complete responsibility of the customer: therefore in case of damage / loss of the package it is the customer's responsibility.

The shipping for the return is charged to the customer. The refund will be paid with a transfer in the same way in which the payment was made.

Return address:

Pet Mood Srls c / o
AP Composite - Via dei Fitti, 6 - 25030 - Maclodio (BS)