

Bubbles & Bones Pet Grooming

Online Sales

Terms and Conditions

1. All pictures of items are examples and may have slight design variations and not have the colours as shown. If there are specific colours required, please make note and contact prior to sale completion otherwise random colours will be provided.
2. **Shipping of items** – All items will be shipped within 48hrs of sale completion. Shipping is sent via Australia Post and timeframes are at their discretion. Tracking numbers will be provided where applicable.
3. All shipping items will be packaged in a way to minimise postage costs and ensure safe passage for your item. If there is any damage incurred in transit this will have to be addressed with Australia Post
4. In the event of a delay to shipping please contact via email bubblesnbones@bigpond.com with details and we will endeavour to track your parcel. As this is under the control of Australia Post contact can be made with your tracking number to also follow up
5. **Returns** – Please choose carefully as we cannot provide a refund for change of mind. If there is a fault with your product, please notify as soon as possible with pictures to bubblesnbones@bigpond.com. The item will be replaced, or a store credit will be issued. We do our best to ensure all products are checked for faults prior to dispatch.
6. **Complaints** – If you have any complaints or concerns with your product please reach out to us via bubblesnbones@bigpond.com and we will do our best to rectify the situation. All our products are tried and tested by our own pooches to make sure they stand up to the punishment endured in day-to-day use. This is one of our ways to make sure the products are good prior to stocking in our store.