

# Martin & Martin

## 100% Money Back Guarantee

Olympic Professional 100% money back guarantee gives the client the opportunity to try the brand without hesitation because if the clients' furry babies don't eat it there is a **full refund**.

### Returns and Exchanges

Olympic Professional offer a 100% money back guarantee on all purchases.

**Olympic Professional products bought at veterinary stores or other channels, must be returned to the original point of purchase.**

### **Returns and Exchanges:**

Returns and exchanges must be approved by Olympic Professional support team before they are collected or given to charity. (Approval should always be given in an email form and cc: [consumerenquiries@olympicpets.co.za](mailto:consumerenquiries@olympicpets.co.za))

- Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we cannot offer a refund or exchange.
- Needs to be ¾ full bag. Will accept 500g out of 20Kg
- If there is visibly something wrong with the food an investigation must be implemented follow QA process.
- If the clients pet refuses to eat our food after a suitable transition then refund can be given
- In the unlikely event that the client believes that the food has caused harm to the pet. (Complete the **Olympic Professional Complaint SOP003**.)

  
15-11-2019.



# Martin & Martin

## Refunds

The Clients refund will be processed by the outlet, and a credit will be the terms and conditions of the veterinary store or other channels.

In order for the client to receive the refund they will need to take the bag together with the unused portion of food to the veterinary store or other channel where the product was purchased from. The Veterinary store or other channel may request a proof of purchase. All refunds are based on the price on receipt up to the Recommended Retail Selling Price.

## Unfortunately Olympic Professional will not refund where:

- More than half the bag of food has been used.
- The animal has changed diet and the bag of the existing food has not been finished.
- The food has expired or purchased over 1 month ago.
- The bag has been damaged after purchase and there is less than half of the food left inside the bag.
- There is obvious abuse of the guarantee on the part of the client. (as above)

## Exchanges

Olympic Professional only exchange product if the end-user is not satisfied with the product and has not use more than ½ of the product. (2kg bag more or less than 1 kg is still in the bag). Exchange is only for products of equal or lesser value.

