



Returns and Exchange Policy

Olympic Professional 100% money back guarantee gives the client the opportunity to try the brand without hesitation because if the pet does not enjoy the food and does not eat it, there is a **full refund**.

Returns and Exchanges

Olympic Professional offer a **100% money back guarantee on all purchases, based on approval set out below**

- **Olympic Professional products bought at veterinary/Specialist or other channels, must be returned to the original point of sale.** An email notification is to be sent to - consumer enquiries found on pack. (food will be disposed of at the agreement between Rep/Agent and customer/End-user.)

M&M products are to be processed by using consumer enquiries, found on each pack. No returns or / uplifts back (especially Monteer Distribution site and any M&M manufacturing sites, due to possible contamination) from any of our customers. The credit will be processed via the sales Rep/Agent and approved by the Key Accounts manager. The food will be disposed of at the agreement between Rep/Agent and customer.

Returns and Exchanges:

Returns and exchanges must be approved by Rep/Agent before disposed of (Approval should always be given in an email form and cc: consumer enquiries found on pack along with manufacturing and expiry dates) Refunds and exchanges will be processed on the following merits:

- Policy lasts 30 days from date of purchase. Refund to be based on merit and no refund will be provided if product has less than 3 months to expiry.
- If there is visibly something wrong with the food or packaging that was not caused by incorrect storage after opening, an investigation will be launched to identify the cause. Refund will be based on findings
- If the clients pet refuses to eat food after a suitable transition, a full refund or exchange will apply.
- In the unlikely event that the client believes the food has caused harm to the pet, an email notification is to be sent to - consumer enquiries found on pack.
- To be eligible for a refund or exchange, the item must be returned to the place of purchase in the original packaging.



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- Exchange of product if the client is not satisfied with the product and has not used more than ½ of the product. (on 2kg bags, then 1 kg is still required to be in the bag). Exchange is only for products of equal or lesser value.

Refunds from outlet:

The Clients refund will be processed, and a credit will be the terms and conditions of the Veterinary / Specialist or other channels.

For the client to receive the refund they would need to take the bag together with the unused portion of food to the veterinary / Specialist or other channel where the product was purchased from. The Veterinary / Specialist 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.

Olympic Professional will not refund where:

- More than half the bag of food has been used.
- The end-user has changed diet and the bag of the existing food has not been finished.
- The food has expired or purchased over 3 months.
- The bag has been damaged after purchase.
- There is obvious abuse of the guarantee on the part of the client.
- Product has less than 3 months to expiry

Late or missing refunds (if applicable)

If the client hasn't received a refund within 72 hours of our notification, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact the place of purchase or consumer enquiries found on pack.



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