

Your complaint in just a few steps.

The satisfaction of both humans and pets is our top priority. However, should there ever be an issue – whether it concerns your order, the delivery, the packaging, the product contents or how your pet tolerates it – we are here to rectify your concern quickly and efficiently.

To ensure we can process your complaint promptly, it is important that you provide us with the relevant information. On this page, we will guide you step by step through the process of submitting a complaint and show you where to find the details required.

To process we require the following information :

1. Contact details & availability

Contact details (name, email, telephone number, etc.) as well as your preferred method of contact and availability.

2. Order or invoice number

You can find this on your order confirmation, delivery note or invoice.

3. Reason for complaint

Select the reason (e.g. delivery/order, packaging, product/contents, tolerance/acceptance) and, optionally, provide a brief description.

4. Product details

Product name (e.g. Adult Chicken), batch number and best-before date (BBD). You can find all this information on the packaging (see instructions below).

5. Optional: Photos

Photos of the shipping boxes, products, packaging (e.g. dry food bags) or the contents (e.g. dry food pieces).

Please ensure that the photos are clear and not blurred.

Important:

Do not dispose of the items subject to the complaint until your enquiry has been fully resolved.

Here is the location and information we require on our packaging:



Product name



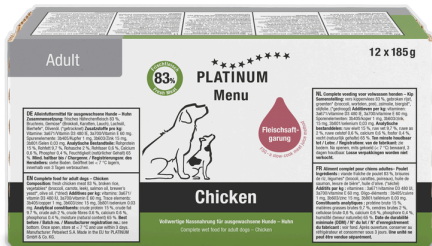
Batch number and best-before date
Example: Batch number: L210225; Best before: 08/2027



Wet food
On the top of the Tetra Pak



Care products and snack plastic container
On the bottom of the bottles/plastic container



Wet food cartons
On the bottom of the cartons



Dry food and snacks
On the back of the bags

