

We know our product can give you peace of mind when finding your cat, wallet, phone or drone, but we also know our product is not for everyone and that is why we offer a 30 day refund – providing the product is in its original condition.

We are also happy to replace any products that have not met our high standard under our 2 year manufacturer warranty – however, this does not apply to any products that have been subject to abuse, misuse, negligence or modified in any way.

In order to process your return/replacement please do the following:

- 1) Contact our customer care team on **0208 207 0880** or [sales@tabcat.com](mailto:sales@tabcat.com) and explain the problem. We may be able to help you without the need for return.
- 2) If we cannot solve your issue, please include all the details on the form below and send your product in its original packaging and by signed delivery to:

Loc8tor  
 Octagon House  
 The Ridgeway  
 London  
 NW7 1RL  
 United Kingdom

We cannot be held responsible if you send it untracked and your product doesn't arrive.

- 3) A refund return will be processed within 5 working days of receipt.
- 4) On receipt of a replacement return and providing your replacement meets our criteria, we will send you a replacement within 3-7 working days.
- 5) If you do not have a printer and are unable to print out our returns form, please ensure all these details are included on your covering letter.

Please remember we can only process your refund / replacement if the product is in its original condition and packaging. By posting your return to us you confirm that you understand and accept our T's and C's (<https://mytabcat.com/terms-and-conditions>).

Name		Order Number (4/5 digits)	
Phone Number		Date of Order	
Email Address		Date of Return	
Home Address & Postcode			
Returned Product (s)			
Reason for Return			