Returns Form

We know Tabcat can give you peace of mind when finding your cat, kitten or pet, however your satisfaction is extremely important to us so Tabcat comes with **a 30 day money back guarantee. - Providing the product is returned in its original condition and packaging with all the accessories supplied.**

We are also happy to replace or troubleshoot any products 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 the event of a refund requested which includes a free gift with the order or other goodwill gesture we reserve the right to charge for items at their advertised value if not returned.

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

1) Contact our customer care team on **0208 207 0880** or sales@mytabcat.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 Ltd, 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 14 working days of receipt.
4) If a replacement is required, providing your returns meets our criteria, we will send you a replacement within 3-7 working days.
5) If returning Homing Tags without the Handset, please ensure Tags are unregistered **(not deleted)** from the Handset first.

Please remember we can only process your return within 30 days 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). Please complete all fields below or include covering letter.

Name		Order Number	
Phone Number		Date of Order	
Email Address		Date of Return	
Home Address & Postcode			
Returned Product (s)			
Reason for Return (Tick Box)	Replacement ☐ Refund ☐ Fault Check ☐ Other ☐		
Please Provide More Detail			