



Hill's 100% Satisfaction Guarantee

We are so confident in the taste and quality of our food that we offer a 100% Satisfaction Guarantee.

How To Claim

If you or your pet are not completely satisfied with the quality, consistency or taste of any Hill's diet, you can get your money back.



Get in touch with your retailer and let them know you would like to make a claim.



Your retailer will need the manufacturing code and the stock number on the packaging and will advise you to either return or retain the bag.



Your retailer will give you a full refund or replacement- whichever you prefer.



The Importance of Food Transition

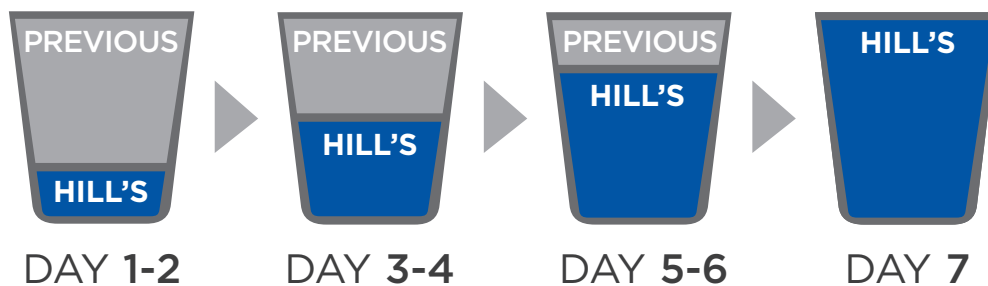
We always recommend gradually introducing a new food.

Mix the new food with the current food, slowly increasing the amount until only the new food is fed.

For Hill's Prescription Diet foods a 7-20 day period is recommended, as it can take longer for the pet to adjust to the new food.

For all other Hill's foods we recommend a 7-day period

How to introduce **new food**



This is a general guideline only. Some pets may need a tailored transition plan.



100% Guaranteed for quality, consistency and taste, or your money back.

There are some circumstances where the guarantee doesn't apply:

Efficacy

Efficacy isn't covered by our Hill's Guarantee - it covers quality, consistency and palatability. As there is nothing wrong with the diet (it's just not the right clinical choice for your pet) this wouldn't be covered.

Wrong product ordered

An error in ordering isn't covered under the Hill's Guarantee. If the clinic has ordered the wrong food for you, they will be able to refund you or replace the food under their own return policy. If you have ordered the wrong food, then we would recommend speaking to your retailer and asking them if it's possible to return it.

Change of diet

A change in diet isn't covered under the Hill's Guarantee, as there is nothing wrong with the food - it's just no longer the right clinical choice for your pet. If you have any unopened products, your retailer may be willing to refund you under their own returns policy. We would recommend speaking to your retailer to find out what their rules are.

Hill's Customer Services Information:

Open Monday to Friday from 9am- 4pm.

Phone: 0800 282 438 UK/ 1800 626 002 ROI

Email: hillsukcustomerservices@hillspet.com

