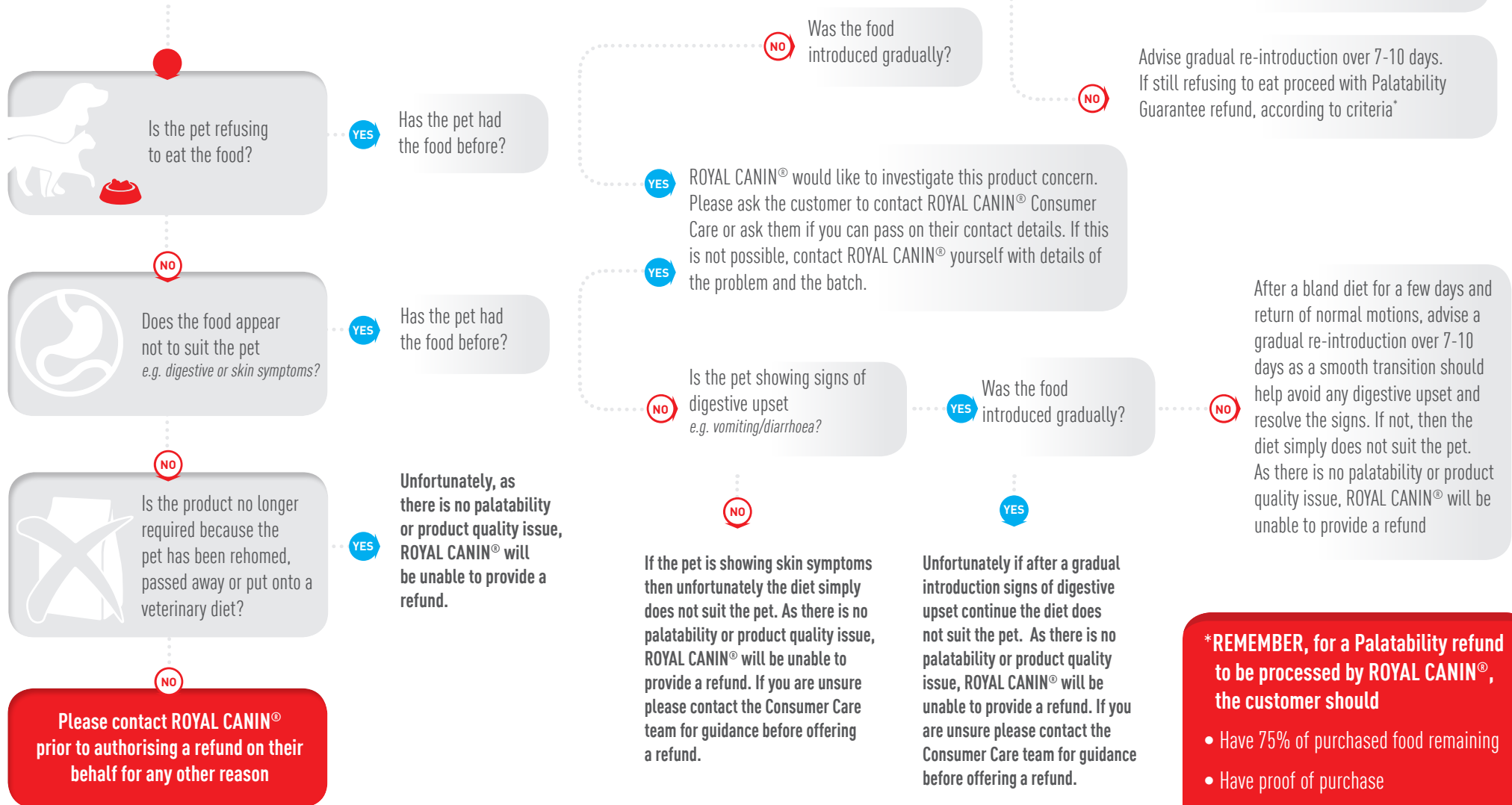


Your customer requests a refund on an open pack of ROYAL CANIN® product



For ROYAL CANIN® Consumer Care please call 0845 300 5011
Nutritional advice, questions on choosing and using our products and for product concerns

- *REMEMBER, for a Palatability refund to be processed by ROYAL CANIN®, the customer should**
- Have 75% of purchased food remaining
 - Have proof of purchase
 - Provide an e-mail/letter explaining why they are requesting a refund
 - The product must also be in date.