

## **Measurements**

**Bone Dry Dog Coats** are genuinely made to measure for each dog we outfit. Accordingly, we would ask customers to complete the size chart, in centimetres for a more accurate fit please. Eight separate measurements are essential for a good, comfortable, stylish fit and it is obviously important that they as accurate as possible. The tape measure should fit around the dog comfortably, but neither tightly nor loosely and if the dog is long haired the measurement should preferably be with hair rather than when clipped. Also, if the coat is to be worn over a harness the measurements should be made with the harness on the dog. If there are any difficulties with measurements please do not hesitate to call us. However, we do appreciate that it is far from easy to measure an active dog and for this reason, we will produce a “*try coat*” as detailed below.

## **Fitting**

Just like Saville Row tailors, we offer a fitting service included in the price of the garment. On receipt of your order form, we will cut a try coat in plain cotton, which we will send to you for a fitting on your dog. The try coat will be marked with adjustment measurements for you to indicate any changes required as detailed in the instructions supplied.

## **Lead Time**

As Bone Dry Dog Coats are hand made by our skilled workers we have to allow ample time for the completion of your garment to the very high standard we wish to achieve. Accordingly, we cannot undertake to send out a try coat in less than seven days from the date an order form is received and also we cannot undertake to send out a finished coat in less than twenty one days from when we receive back the approved try coat.

## **Returns Policy**

Our returns policy guarantees that a full refund can be claimed in the unlikely event that a **Bone Dry Dog Coat** is supplied with any defect either of the materials used or in the tailoring quality, subject only to the garment being returned unworn and in an as new condition within twenty eight days of receipt by the customer. If required please email us for a reply paid envelope.

## Measurements Chart

