

Change of mind

Please choose carefully as we do not refund any item bought online unless it is faulty. We are happy to exchange your items within 14 days of the date you received your order, with proof of purchase, providing the items are in their original condition.

Joy For All Companion Pets and Perfect Petzzz are non-refundable due to health and safety policies.

Returning items that are not in original condition

Unfortunately, with the exception of faulty items, we are unable to accept items returned that are not in their original condition including their packaging or returned after 14 days of you receiving your item.

Faulty Items

Memory Matters NZ abides by the Consumer Guarantees Act for any faulty or damaged items.

Items Damaged in Transit

If your items arrive damaged, please keep all the contents including the packaging or parcel that the items arrived in. Please contact Memory Matters NZ on 021 311 213

Perfect Petzzz - Warning

Perfect Petzzz are sold on this website with the intension of the end user being elderly. They are not suitable for Children under 3 years old. Warning – Pressing & holding the body to restrict the chest movement will damage the internal mechanism and void the warranty

Cleaning your companion pets & Covid 19

Proper cleaning is essential to ensure safe handling and to avoid damaging the electronics.

To clean your pet:

- Spray fur with Dapple cleaner or similar non-toxic toy cleaner
- Gently wipe fur with a clean, dry towel, and let dry
- Wipe down fur with a disposable germicidal wipe such as PDI Super Sani-Cloth wipes, and let dry
- Brush the entirety of fur with a bristled brush
- Repeat as needed

Ideally each person would have their own pet, however if the pets are in a setting with multiple users we recommend that each person wash and sanitize their hands before and after each use.

Do not soak the fur or place under running water.

