

## **Paws Terms of Supply**

### **1. These terms**

- 1.1 **What these terms cover.** These are the terms and conditions on which we supply products to you and you signify your acceptance by placing an order.
- 1.2 **Why you should read them.** Please read these terms carefully before you submit your order to us. These terms tell you who we are, how we will provide products to you, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these terms please contact us to discuss.

### **2. Information about us and how to contact us**

- 2.1 **Who we are.** We are Paws Group Limited a company registered in England and Wales. Our company registration number is 10787292 and our registered office is at 15-19 Baker's Row, London EC1R 3DG. Our registered VAT number is GB 293 2709 83.
- 2.2 **How to contact us.** You can contact us by telephoning our customer service team at 020 3960 5112 or by dropping us an email at [woof@paws.com](mailto:woof@paws.com).
- 2.3 **How we may contact you.** If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order.
- 2.4 **"Writing" includes emails.** When we use the words "writing" or "written" in these terms, this includes emails.

### **3. Our contract with you**

- 3.1 **How we will accept your order.** Our acceptance of your order will take place when we email you to accept it, at which point a contract will come into existence between you and us.
- 3.2 **If we cannot accept your order.** If we are unable to accept your order, we will inform you of this and will not charge you for the product. This might be because the product is out of stock, because of unexpected limits on our resources which we could not reasonably plan for, because we have identified an error in the price or description of the product or because we are unable to meet a delivery deadline you have specified.
- 3.3 **Your order number.** We will assign an order number to your order and tell you what it is when we accept your order. It will help us if you can tell us the order number whenever you contact us about your order.
- 3.4 **We only sell to the mainland UK.** Our website is solely for the promotion of our products in the UK. Unfortunately, we do not accept orders from addresses outside mainland UK and are unfortunately unable to deliver in particular to Northern Ireland, Republic of Ireland, Scottish Islands, Scottish Highlands, Channel Isles, Isle of Man, Isle

of Wight, Scilly Isles and any other remote areas not covered economically by our delivery network.

#### **4. Our products**

**4.1 Products may vary slightly from their pictures.** The images of the products on our website are for illustrative purposes only. Although we have made every effort to display the colours accurately, we cannot guarantee that a device's display of the colours accurately reflects the colour of the products. Your product may vary slightly from those images.

**4.2 Any product recommendations** are based on the basic information you provide us but in no way constitute veterinary advice. We provide no warranties other than those required by law.

#### **5. Your rights to make changes**

**5.1** If you wish to make a change to an order you have placed please contact us at [woof@paws.com](mailto:woof@paws.com) or by telephone on 020 3960 5112. We will let you know if the change is possible. If it is possible we will let you know about any changes to the price of the order, the timing of supply or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change.

#### **6. Our rights to make changes**

**6.1 Minor changes to the products.** We may change the product:

- (a) to reflect changes in relevant laws and regulatory requirements in respect of pet food packaging, labelling, ingredients and/or composition; and
- (b) to implement minor technical adjustments and improvements. These changes will not affect your use of the product unless this is drawn to your attention by email, on the packaging or otherwise on our website.

**6.2 More significant changes to the products and these terms.** If we need to make more significant changes to our products or terms, we will notify you and you may then contact us to end the contract before the changes take effect and receive a refund for any products paid for but not received.

#### **7. Providing the products**

**7.1 Delivery costs.** The costs of delivery will be as displayed to you on our website. Please note these charges are subject to change and will be update on our website from time to time.

**7.2 When we will provide the products.** You will be able to select a date for delivery on checkout. During the order process we will keep you updated on the status of your delivery by providing DPD tracking with the exception of trial bags, which are sent by

Royal Mail without tracking. If the products are ongoing services or subscriptions, we will also tell you during the order process when and how you can end the contract.

- (a) **If the products are goods provided on a one-off basis.** If the products are goods we will contact you with an estimated delivery date, which will be within 30 days after the day on which we accept your order.
- (b) **If the products are ongoing services or a subscription to receive goods.** We will supply the goods to you until either the services are completed or you or we end the subscription in accordance with these terms.

- 7.3 **We are not responsible for delays outside our control.** If our supply of the products is delayed by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any products you have paid for but not received.
- 7.4 **If you are not at home when the product is delivered.** If no one is available at your address to take delivery and the products cannot be posted through your letterbox, you will be left a message informing you of how to rearrange delivery or collect the products from a local depot.
- 7.5 **If you do not re-arrange delivery.** If you do not collect the products from us as arranged or if, after a failed delivery to you, you do not re-arrange delivery or collect them from a delivery depot we will contact you for further instructions and may charge you for storage costs and any further delivery costs. If, despite our reasonable efforts, we are unable to contact you or re-arrange delivery or collection we may end the contract.
- 7.6 **When you become responsible for the goods.** The products will be your responsibility from the time we deliver the product to the address you gave us.
- 7.7 **When you own goods.** You own a product once both 1) the goods in question have been delivered; and 2) we have received payment in full.
- 7.8 **What will happen if you do not give required information to us.** We may need certain information from you so that we can supply the products to you, for example, your pets' weight, age and other details. If so, this will have been stated in the description of the products on our website. You will be asked to provide this information as part of the sign-up process. If you do not give us this information, or if you give us incomplete or incorrect information, we may end the contract. We will not be responsible for supplying the wrong products, supplying the products late, early, or not supplying any part of them if this is caused by you not giving us accurate information, or not giving us the information we need within a reasonable time of us asking for it.
- 7.9 **Reasons we may suspend the supply of products to you.** We may have to suspend the supply of a product to:

- (a) deal with technical problems or make minor technical changes;
- (b) update the product to reflect changes in relevant laws and regulatory requirements;
- (c) if we want to check further details about your pet to ensure suitability of a product;
- (d) make changes to the product as requested by you or notified by us to you (see clause 6).

7.10 **Your rights if we suspend the supply of products.** We will contact you in advance to tell you we will be suspending supply of the product, unless the problem is urgent or an emergency. You may contact us to end the contract for a product if we suspend it, or tell you we are going to suspend it, in each case for a period of more than 14 days and we will refund any sums you have paid in advance for the product in respect of the period after you end the contract.

7.11 **We may also suspend supply of the products under a subscription if you do not pay.** If you do not pay us for the products when you are supposed to (see clause 13.4) and you still do not make payment when we remind you that payment is due, we may suspend supply of the products until you have paid us the outstanding amounts. We will contact you to tell you we are suspending supply of the products. We will not charge you for the products during the period for which they are suspended.

## 8. Your rights to end the contract

8.1 **You can always end your contract with us.** Your rights when you end the contract will depend on what you have bought, whether there is anything wrong with it, how we are performing, when you decide to end the contract and whether you are a consumer or business customer:

- (a) **If what you have bought is faulty or mis-described you may have a legal right to end the contract** (or to get the product replaced or to get some or all of your money back), see clause 12;
- (b) **If you want to end the contract because of something we have done or have told you we are going to do, see clause 8.2;**
- (c) **If you have just changed your mind about the product, see clause 8.3.** You may be able to get a refund if you are within the cooling-off period and return the bag unopened, but this may be subject to deductions and you will have to pay the costs of return of any goods;

8.2 **Ending the contract because of something we have done or are going to do.** If you are ending a contract for a reason set out at (a) to (e) below the contract will end immediately and we will refund you in full for any products which have not been provided and you may also be entitled to compensation. The reasons are:

- (a) we have told you about an upcoming change to the product or these terms which you do not agree to (see clause 6.2);

- (b) we have told you about an error in the price or description of the product you have ordered and you do not wish to proceed;
- (c) there is a risk that supply of the products may be significantly delayed because of events outside our control;
- (d) we have suspended supply of the products for technical reasons, or notify you we are going to suspend them for technical reasons, in each case for a period of more than 14 days; or
- (e) you have a legal right to end the contract because of something we have done wrong.

**8.3 Exercising your right to change your mind under the Consumer Contracts Regulations 2013.** If you are a consumer then for most products bought online you have a legal right to change your mind within 14 days and receive a refund. These rights, under the Consumer Contracts Regulations 2013, are explained in more detail in these terms.

**8.4 When consumers do not have a right to change their minds.** Your right as a consumer to change your mind does not apply in respect of any custom products made to order. We ask that any perishable items are returned unopened and in advance of their expiry date.

**8.5 How long do consumers have to change their minds?** You have 14 days after the day you (or someone you nominate) receives the goods, **unless**:

- (i) **Your goods are split into several deliveries over different days but placed as one order.** In this case you have until 14 days after the day you (or someone you nominate) receives the last delivery.
- (ii) **Your goods are for regular delivery over a set period (for example monthly subscriptions for pet food).** In this case you can cancel your subscription from within your user account at any time before you receive confirmation that your next order has been dispatched.

## **9. How to end the contract with us (including if you have changed your mind)**

**9.1 Tell us you want to end the contract.** To end the contract with us, please let us know by doing one of the following:

- (a) **For subscriptions** you can cancel from within your account section before dispatch of your next order.
- (b) **Phone or email.** Call on 020 3960 5112 or email at [woof@paws.com](mailto:woof@paws.com). Please provide your name, home address, details of the order and, where available, your phone number and email address.
- (c) **By post.** Print off the [Model Cancellation Form](#) and post it to us at the address on the form. Or simply write to us at that address, including details of what you bought, when you ordered or received it and your name and address.

9.2 **Returning products after ending the contract.** If you end the contract for any reason after products have been dispatched to you or you have received them, you must return them to us. You must either return the goods in person to where you bought them, post them back to us at 15-19 Baker's Row, London EC1R 3DG or (if they are not suitable for posting) allow us to collect them from you. Please email us at [woof@paws.com](mailto:woof@paws.com) for a return label or to arrange collection. If you are a consumer exercising your right to change your mind you must send off the goods within 14 days of telling us you wish to end the contract.

9.3 **When we will pay the costs of return.** We will pay the costs of return:

- (a) if the products are faulty, mis-described or damaged in transit;
- (b) if you are ending the contract because we have told you of an upcoming change to the product or these terms, an error in pricing or description, a delay in delivery due to events outside our control or because you have a legal right to do so as a result of something we have done wrong; or

In all other circumstances (including where you are a consumer exercising your right to change your mind) you must pay the costs of return.

9.4 **What we charge for collection.** If you are responsible for the costs of return and we are collecting the product from you, we will charge you the direct cost to us of collection. The costs of collection will be made available to you at the time you select such option.

9.5 **How we will refund you.** If you are entitled to a refund under these terms we will refund you the price you paid for the products including delivery costs, by the method you used for payment. However, we may make deductions from the price, as described below.

9.6 **When we may make a deduction from refunds if you are a consumer exercising your right to change your mind.** If you are exercising your right to change your mind we may reduce your refund of the price (excluding delivery costs) to reflect any reduction in the value of the goods, if this has been caused by your handling them in a way which would not be permitted in a shop. If we refund you the price paid before we are able to inspect the goods and later discover you have handled them in an unacceptable way, you may be required to pay us an appropriate amount.

9.7 **When your refund will be made.** We will make any refunds due to you as soon as possible. If you are a consumer exercising your right to change your mind, your refund will be made within 14 days from the day on which we receive the product back from you or, if earlier, the day on which you provide us with evidence that you have sent the product back to us. For information about how to return a product to us, see clause 9.2.

## 10. Our rights to end the contract

10.1 **We may end the contract if you break it.** We may end the contract for a product at any time by writing to you if:

- (a) you do not make any payment to us when it is due and you still do not make payment within seven days of us reminding you that payment is due;
- (b) you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the products, for example, your pet's age or weight; or
- (c) you do not, within a reasonable time, allow us to deliver the products to you.

## **11. If there is a problem with the product**

11.1 **How to tell us about problems.** If you have any questions or complaints about the product, please contact us. You can drop us an email at [woof@paws.com](mailto:woof@paws.com) or call on 020 3960 5112.

## **12. Your rights in respect of defective products**

12.1 If you are a consumer we are under a legal duty to supply products that are in conformity with this contract. See the box below for a summary of your key legal rights in relation to the products. Nothing in these terms will affect your legal rights.

### **Summary of your key legal rights**

This is a summary of your key legal rights. These are subject to certain exceptions. For detailed information please visit the Citizens Advice website [www.adviceguide.org.uk](http://www.adviceguide.org.uk) or call 03454 04 05 06.

For products which are goods, such as pet food, the Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product your legal rights entitle you to the following:

- a) Up to 30 days: if your goods are faulty, then you can get an immediate refund.
- b) Up to six months: if your goods are faulty and can't be repaired or replaced, then you're entitled to a full refund, in most cases.
- c) Up to six years: if your goods do not last a reasonable length of time you may be entitled to some money back.

See also clause **8.3**.

12.2 **Your obligation to return rejected products.** If you wish to exercise your legal rights to reject products you must either return them in person to where you bought them, post them back to us or (if they are not suitable for posting) allow us to collect them from you. We will pay the costs of postage or collection. Please email us at [woof@paws.com](mailto:woof@paws.com) or call on 020 3960 5112 for a return label or to arrange collection.

### **13. Price and payment**

- 13.1 **Where to find the price for the product.** The price of the product (which includes VAT) will be the price indicated on the order pages when you placed your order. We take all reasonable care to ensure that the price of the product advised to you is correct. However please see clause 13.3 for what happens if we discover an error in the price of the product you order.
- 13.2 **We will pass on changes in the rate of VAT.** If the rate of VAT changes between your order date and the date we supply the product, we will adjust the rate of VAT that you pay, unless you have already paid for the product in full before the change in the rate of VAT takes effect. Wherever possible, we will notify you in advance of such changes.
- 13.3 **What happens if we got the price wrong.** It is always possible that, despite our best efforts, some of the products we sell may be incorrectly priced. We will normally check prices before accepting your order so that, where the product's correct price at your order date is less than our stated price at your order date, we will charge the lower amount. If the product's correct price at your order date is higher than the price stated to you, we will contact you for your instructions before we accept your order. If we accept and process your order where a pricing error is obvious and unmistakable and could reasonably have been recognised by you as a mispricing, we may end the contract, refund you any sums you have paid and require the return of any goods provided to you.
- 13.4 **When you must pay and how you must pay.** We accept payment with most major credit and debit cards. You must pay for the products before we dispatch them.

### **14. Our responsibility for loss or damage suffered by you**

- 14.1 **We are responsible to you for foreseeable loss and damage caused by us.** If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process.
- 14.2 **We do not exclude or limit in any way our liability to you where it would be unlawful to do so.** This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the products as summarised at clause 12.1.
- 14.3 **We are not liable for business losses.** We only supply the products to you for domestic and private use.



**15. How we may use your personal information**

15.1 **How we will use your personal information.** We will only use your personal information as set out in our [Privacy Notice](#).

**16. Other important terms**

16.1 **We may transfer this agreement to someone else.** We may transfer our rights and obligations under these terms to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the contract. If you are unhappy with the transfer you may contact us to end the contract within 14 days of us telling you about it and we will refund you any payments you have made in advance for products not provided.

16.2 **Nobody else has any rights under this contract.** This contract is between you and us. No other person shall have any rights to enforce any of its terms. Neither of us will need to get the agreement of any other person in order to end the contract or make any changes to these terms.

16.3 **If a court finds part of this contract unlawful, the rest will continue in force.** Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

16.4 **Even if we delay in enforcing this contract, we can still enforce it later.** If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you but we continue to provide the products, we can still require you to make the payment at a later date.

16.5 **Which laws apply to this contract and where you may bring legal proceedings.** These terms are governed by English law and you can bring legal proceedings in respect of the products in the English courts.

## Schedule 1 Model Cancellation Form for consumer customers

*(Complete and return this form only if you wish to withdraw from the contract - note you can also give notice by phone on 020 3960 5112 or email at [woof@paws.com](mailto:woof@paws.com))*

To: Paws Group Limited, 15-19 Baker's Row, London EC1R 3DG

I/We [\*] hereby give notice that I/We [\*] cancel my/our [\*] contract of sale of the following goods [\*]/for the supply of the following service [\*],

Ordered on [\*/received on [\*],

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date

[\*] Delete as appropriate