



Product Disclaimer

Please refer to the individual items for full product details.

1. Delivery Policy

- 1.1 This policy is a legally binding document, and this policy shall form part of the contract of sale between you and us made under our terms and conditions of sale.

2. Free Delivery

- 2.1 We offer free standard delivery to all UK addresses on all orders over GBP 50 (including VAT).
- 2.2 All other orders will be subject to our delivery charges, calculated at checkout.

3. Geographical Limitations

- 3.1 We deliver to the UK. If you would like delivery outside the UK, please email or contact us before placing your order.

4. Delivery Periods

- 4.1 The delivery time frame for non-personalised goods is from 2-7 working days. Personalised items can be subject up to 21 working days.
- 4.2 The delivery periods set out in this Section 4.1 are indicative only, and whilst we will make every effort to ensure that you receive your delivery in good time, we do not guarantee delivery before the end of the stated period.
- 4.3 Buyers are responsible for any customs and import taxes that may apply. We are not responsible for delays due to customs.

5. Delivery Charges

- 5.1 Delivery charges will be calculated by our website and automatically applied to your order during the checkout process, or alternatively quoted by us.
- 5.2 Applicable delivery charges will depend upon the delivery method you select, the location of the delivery address, and the size and weight of the products in your order.

6. Delivery Problems

- 6.1 If you experience any problems with a delivery, please contact us using the contact details published on our website.
- 6.2 If the delivery service provider is unable to deliver your products, and such failure is your fault, and you do not collect your products from our delivery service provider within the relevant time limit, we may agree to arrange for re-delivery of the products; however, we reserve the right to charge you for the actual costs of re-delivery (even where the initial delivery was free of charge).

6.3 An indicative list of the situations where a failure to deliver will be your fault

is set (a) (b) (c) (d) (e) (f) out below:

- (a) You provided the wrong address for delivery;
- (b) there is a mistake in the address for delivery that was provided;
- (c) the address for delivery is not reasonably accessible;
- (d) the address for delivery cannot safely be accessed;
- (e) there is no easy and secure means of leaving the products at the address for delivery and there is no person available to accept delivery; or
- (f) if in-person receipt is required, there is no person available at the address for delivery to accept delivery and provide a signature.

1. Returns Policy

Introduction

- 1.1 We understand that from time to time you may wish to return a product to us.
- 1.2 We have created this policy to enable you to return products to us in appropriate circumstances.
- 1.3 This policy shall apply to all of our customers, irrespective of their geographical location.
- 1.4 This policy shall apply to all orders submitted through our website.
- 1.5 This document does not affect any statutory rights you may have as a consumer (such as rights under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 or the Consumer Rights Act 2015).

2. Returns

- 2.1 If you have no other legal right to return a product and receive a refund or exchange, then you will nonetheless be entitled to return a product to us and receive a refund in accordance with this policy if:
 - (a) we receive the returned product within 14 days following the date of dispatch of the product to you;
 - (b) the returned product is unused, in its original unopened packaging, with any labels still attached, and otherwise in a condition enabling us to sell the product as new;
 - (c) you comply with the procedure set out in this policy in relation to the return of the product; and
- 1. (d) none of the exclusions set out in this policy apply.

3. Returns Procedure

- 3.1 In order to take advantage of your rights under this policy, you must email us to obtain a Returns Slip and we will provide a return address.

- 3.2 Products returned under this policy must be sent by Royal Mail, Signed to the address provided.
- 3.3 You will be responsible for paying postage costs associated with returns under this policy.

4. Exclusions

- 4.1 The following types of product may not be returned under this policy:
- (a) any product made to your specification;
 - (b) any product made to order;
 - (c) any product personalized or adapted for you; or
 - (d) gift vouchers.

5. Refunds

- 5.1 We will give you a refund for the price you paid to us in respect of any product properly returned by you in accordance with this policy.
- 5.2 We will refund to you the original delivery charges relating to the returned product.
- 5.3 We will not refund to you any costs you incur in returning the product to us.
- 5.4 We will usually refund any money received from you using the same method originally used by you to pay for your purchase.
- 5.5 We will process the refund due to you as soon as possible and, in any event, within 30 days following the day we receive your returned product.

6. Improper Returns

- 6.1 If you return a product in contravention of this policy, and you do not have any other legal right to a refund or exchange in respect of that product:
- (a) We will not refund the purchase price or exchange the product;
 - (b) We may retain the returned product until you pay to us such additional amount as we may charge for re-delivery of the returned product; and
 - (c) if we do not receive payment of such additional amount within 14 days of issuing a request for payment, we may destroy or otherwise dispose of the returned product in our sole discretion without any liability to you.

Privacy and Cookies Policy

1. Introduction

- 1.1 We are committed to safeguarding the privacy of our website visitors; in this policy we explain how we will treat your personal information.

- 1.2 By using our website and agreeing to this policy, you consent to our use of cookies in accordance with the terms of this policy.

2. Collecting Personal Information

- 2.1 We may collect, store and use the following kinds of personal information including information about your computer and about your visits to and use of this website, including your IP address.

3. Using Personal Information

- 3.1 All our website financial transactions are handled through our payment services provider, PayPal. You can review the provider's privacy policy at <https://www.paypal.com/ie/webapps/mpp/ua/privacy-full>. We will share information with our payment services provider only to the extent necessary for the purposes of processing payments you make via our website, refunding such payments and dealing with complaints and queries relating to such transactions.

4. Amendments

- 4.1 We may update this policy from time to time by publishing a new version on our website.
- 4.2 You should check this page occasionally to ensure you are happy with any changes to this policy.

5. About Cookies

- 5.1 A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

6. Our Cookies

- 6.1 We may use session and persistent cookies on our website.

7. Analytics cookies

- 7.1 We may use Google Analytics to analyse the use of our website.
- 7.2 Our analytics service provider generates statistical and other information about website use by means of cookies.
- 7.3 The information generated relating to our website may be used to create reports about the use of our website.
- 7.4 Our analytics service provider's privacy policy is available at: <http://www.google.com/policies/privacy/>.

8. Deleting Cookies

- 8.1 You can delete cookies already stored on your computer.

8.2 Deleting cookies will have a negative impact on the usability of many websites.

Terms and conditions

1. Introduction

- 1.1 These terms and conditions shall govern the sale and purchase of products through our website.
- 1.2 You will be asked to give your express agreement to these terms and conditions before you place an order on our website.
- 1.3 This document does not affect any statutory rights you may have as a consumer (such as rights under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 or the Consumer Rights Act 2015).

2. Interpretation

2.1 In these terms and conditions:

(a) "we" means *United Dogdom*; and

(b) "you" means our customer or prospective customer,

and "us", "our" and "your" should be construed accordingly.

3. Copyright Notice

3.1 Copyright (c) 2017 UNITED DOGDOM

3.2 Subject to the express provisions of these terms and conditions:

- (a) we, together with our licensors, own and control all the copyright and other intellectual property rights in our website and the material on our website;
- b) all the copyright and other intellectual property rights in our website and the material on our website are reserved; and
- 1. (c) our logos and our other registered and unregistered trade marks are trade marks belonging to us; we give no permission for the use of these trade marks, and such use may constitute an infringement of our rights.

4. Order process

- 4.1 The advertising of products on our website constitutes an "invitation to treat" rather than a contractual offer.
- 4.2 No contract will come into force between you and us unless and until we accept your order in accordance with the procedure set out in this Section 4.
- 4.3 To enter into a contract through our website to purchase products from us, the following steps must be taken: you must add the products you wish to purchase to your shopping cart, and then proceed to the checkout; and confirm your order and your consent to the terms of this document; you will be transferred to our payment service provider's website, and our payment service provider will handle your payment; we will then send you an initial

acknowledgement and order confirmation (at which point your order will become a binding contract).

5. Prices

- 5.1 Our prices are quoted on our website.
- 5.2 We will from time to time change the prices quoted on our website, but this will not affect contracts that have previously come into force.
- 5.3 All amounts stated in these terms and conditions or on our website are stated inclusive of VAT.
- 5.4 In addition to the price of the products, you may have to pay a delivery charge, which will be notified to you before the contract of sale comes into force.

6. Payments

- 6.1 You must, during the checkout process, pay the prices of the products you order.
- 6.2 Payments may be made by any of the permitted methods specified on our website from time to time.
- 6.3 If you fail to pay to us any amount due under these terms and conditions in accordance with the provisions of these terms and conditions, then we may withhold the products ordered and/or by written notice to you at any time cancel the contract of sale for the products.

7. Distance Contracts: Cancellation Rights

- 7.1 This Section 7 applies if and only if you offer to contract with us, or contract with us, as a consumer - that is, as an individual acting wholly or mainly outside your trade, business, craft or profession.
- 7.2 You may withdraw an offer to enter into a contract with us through our website or cancel a contract entered into with us through our website (without giving any reason for your withdrawal or cancellation) at any time within the period:
 - (a) beginning upon the submission of your offer; and
 - (b) ending at the end of 14 days after the day on which the products come into your physical possession or the physical possession of a person identified by you to take possession of them (or, if the contract is for delivery of multiple products, lots or pieces of something, 14 days after the day on which the last of those products, lots or pieces comes into your physical possession or the physical possession of a person identified by you to take possession of them).
- 7.3 In order to withdraw an offer to contract or cancel a contract on the basis described in this Section 7, you must inform us of your decision to withdraw or cancel (as the case may be). You may inform us by means of any clear statement setting out the decision. In the case of cancellation, you may inform us using the cancellation form that we will make available to you. To meet the cancellation deadline, it is sufficient for you to send your communication concerning the exercise of the right to cancel before the cancellation period has expired.
- 7.4 If you cancel a contract on the basis described in this Section 7, you must send the products back to the address which will be supplied.

You must comply with your obligations referred to in this Section 7 without undue delay and in any event not later than 14 days after the day on which you inform us of your decision to cancel the contract. You must pay the direct cost of returning the products.

- 7.5 If you cancel an order in accordance with this Section 7, you will receive a full refund of the amount you paid to us in respect of the order including the costs of delivery to you, except:
- (a) if you chose a kind of delivery costing more than the least expensive kind of delivery that we offer, we reserve the right to retain the difference in cost between the kind of delivery you chose and the least expensive kind of delivery that we offer; and
 - (b) as otherwise provided in this Section 7.
- 7.6 If the value of the products returned by you is diminished by any amount as a result of the handling of those products by you beyond what is necessary to establish the nature, characteristics and functioning of the products, we may recover that amount from you up to the contract price. We may recover that amount by deducting it from any refund due to you or require you to pay that amount direct to us. Handling which goes beyond the sort of handling that might reasonably be allowed in a shop will be "beyond what is necessary to establish the nature, characteristics and functioning of the products" for these purposes.
- 7.7 We will refund money using the same method used to make the payment, unless you have expressly agreed otherwise. In any case, you will not incur any fees as a result of the refund.
- 7.8 Unless we have offered to collect the products, we will process a refund due to you as a result of a cancellation on the basis described in this Section 7 within the period of 14 days after the day on which we receive the returned products or (if earlier) after the day on which you supply to us evidence of having sent the products back. If we have not sent the products to you at the time of withdrawal or cancellation or have offered to collect the products, we will process a refund due to you without undue delay and, in any case, within the period of 14 days after the day on which we are informed of the withdrawal or cancellation.
- 7.9 You will not have any right to cancel a contract as described in this Section 7 insofar as the contract relates to:
- (a) the supply of non-prefabricated goods that are made on the basis of an individual choice of or decision by you, or goods that are clearly personalised;
 - (b) the supply of sealed goods which are not suitable for return due to health protection or hygiene reasons, where such goods have been unsealed by you; or
 - (c) the supply of goods which are, according to their nature, inseparably mixed with other items after delivery.

8. Warranties and Representations

8.1 You warrant and represent to us that:

- (a) you are legally capable of entering into binding contracts;
- (b) you have full authority, power and capacity to agree to these terms and conditions;

- (c) all the information that you provide to us in connection with your order is true, accurate, complete and non-misleading;
- (d) you will be able to take delivery of the products in accordance with these terms and conditions and our delivery policy.

8.2 We warrant to you that:

- (a) we have the right to sell the products that you buy;
- (b) the products we sell to you are sold free from any charge or encumbrance, except as specified in these terms and conditions;
- (c) you shall enjoy quiet possession of the products you buy, except as specified in these terms and conditions;
- (d) the products you buy will correspond to any description published on our website; and
- (e) the products you buy will be of satisfactory quality.

8.3 All of our warranties and representations relating to the supply of products are set out in these terms and conditions. To the maximum extent permitted by applicable law and subject to Section 9.1, all other warranties and representations are expressly excluded.

9. Limitations and Exclusions of Liability

9.1 Nothing in these terms and conditions will:

- (a) limit or exclude any liability for death or personal injury resulting from negligence;
- (b) limit or exclude any liability for fraud or fraudulent misrepresentation;
- (c) limit any liabilities in any way that is not permitted under applicable law; or
- (d) exclude any liabilities that may not be excluded under applicable law,

and, if you are a consumer, your statutory rights will not be excluded or limited by these terms and conditions, except to the extent permitted by law.

9.2 The limitations and exclusions of liability set out in this Section 9 and elsewhere in these terms and conditions:

- (a) are subject to Section 9.1; and
- (b) govern all liabilities arising under these terms and conditions or relating to the subject matter of these terms and conditions, including liabilities arising in contract, in tort (including negligence) and for breach of statutory duty, except to the extent expressly provided otherwise in these terms and conditions.

9.3 We will not be liable to you in respect of any losses arising out of any event or events beyond our reasonable control.

10. Variation

- 10.1 We may revise these terms and conditions from time to time by publishing a new version on our website.
- 10.2 A revision of these terms and conditions will apply to contracts entered into at any time following the time of the revision, but will not affect contracts made before the time of the revision.

11. Assignment

- 11.1 You hereby agree that we may assign, transfer, sub-contract or otherwise deal with our rights and/or obligations under these terms and conditions - providing, if you are a consumer, that such action does not serve to reduce the guarantees benefiting you under these terms and conditions.
- 11.2 You may not without our prior written consent assign, transfer, sub-contract or otherwise deal with any of your rights and/or obligations under these terms and conditions.

12. No Waivers

- 12.1 No breach of any provision of a contract under these terms and conditions will be waived except with the express written consent of the party not in breach.
- 12.2 No waiver of any breach of any provision of a contract under these terms and conditions shall be construed as a further or continuing waiver of any other breach of that provision or any breach of any other provision of that contract.

13. Severability

- 13.1 If a provision of these terms and conditions is determined by any court or other competent authority to be unlawful and/or unenforceable, the other provisions will continue in effect.

14. Entire agreement

- 14.1 Subject to Section 9.1, these terms and conditions, together with our delivery policy and our returns policy, shall constitute the entire agreement between you and us in relation to the sale and purchase of our products and shall supersede all previous agreements between you and us in relation to the sale and purchase of our products.

15. Law and jurisdiction

- 15.1 These terms and conditions shall be governed by and construed in accordance with English law.
- 15.2 Any disputes relating to these terms and conditions shall be subject to the exclusive jurisdiction of the Courts of England.

16. Our details

- 16.1 This website is owned and operated by UNITED DOGDOM.
- 16.2 You can contact me:

(a) by telephone, on 020 7164 6748

(b) by email, using admin@uniteddogdom.co.uk

