

Support Adoption For Pets – Website Terms and Conditions

1. Definitions

“**Content**” means all material published on the Website, whether copyright of Support Adoption For Pets or a third party.

“**Intellectual Property**” means all patents, copyright and related rights, trademarks, business names and domain names, good will and the right to sue for passing off, moral rights and related rights, design rights, rights in databases, rights in information, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world.

“**Website**” means this website, the Support Adoption for Pets website.

2. Terms of Use

- 2.1. The Website is owned and operated by Support Adoption For Pets (the “**Charity**” “**We**” or “**Us**”), Registered Charity Number 1104152. Our registered office is Epsom Avenue, Stanley Green Trading Estate, Handforth, Cheshire, SK9 3RN. These Terms and Conditions govern your use of the Website and any orders you place through the Website. We reserve the right to change these Terms and Conditions at any time. The use of the Website and any contracts formed between us are governed by English law.
- 2.2. By using the Website, you are deemed to accept the Terms and Conditions. If the Terms and Conditions are not accepted in full you must terminate your use of the Website immediately. You agree to use the Website for lawful purposes only.
- 2.3. We reserve the right to change these Terms and Conditions at any time and if you continue to use the Website after any changes are made, you agree that you are bound by those changes.
- 2.4. We do not warrant that availability, functionality or content of the Website will be uninterrupted or error free, or that the Website is free of viruses or other malware. Whilst we do our best to maintain the security of our site, where you submit information by email or through the Website, you do so at your own risk. The Website is provided "AS IS" with warranties excluded to the fullest extent permissible by law. Subject to condition 9 below, we do not accept any liability arising from any inaccuracy or omission in any and/or all of the information provided on the Website or interruption in availability.

3. Ownership and Intellectual Property

- 3.1. All of the Website Content is the copyright of Support Adoption For Pets or third parties.
- 3.2. You may only copy, reproduce, republish, download, post, broadcast, transmit or otherwise use the Content for personal or educational use and you must acknowledge Us in doing so. Our name, logo and images may be subject to copyright, design rights or trademarks which may not be reproduced without our consent.
- 3.3. No licence is granted to you in these Terms and Conditions to use any trade mark whether registered or unregistered of Support Adoption For Pets.

4. Purchasing from Our Website

- 4.1. On the Website, we sell products for purchase only by people aged 18 or over. People aged under 18 may use the Website only with supervision of a parent or guardian who is bound by these terms and conditions. By using the Website you agree you are aged 18. All orders placed through the Website will be subject to our acceptance of the order.
- 4.2. We will aim to send your goods out to you within 5 working days of us having received and accepted your order. Title to the goods will pass to you on delivery to you provided payment has been made in full.

5. Pricing, processing your orders and payment

- 5.1. Whilst it is our intention to keep the Website up to date and error free, product description or pricing errors may occur. If we discover such an error after you have submitted an order to us, we will contact you prior to accepting your order with the correct details. You may then either cancel your order or confirm it based on the correct information. If we are unable to contact you, we will treat your order as cancelled.
- 5.2. All prices shown on the Website are inclusive of VAT. Delivery charges are clearly highlighted throughout the Website.

6. Other promotions, vouchers & competitions

- 6.1. From time to time, we (or selected third parties) may include competitions, promotions, vouchers or other offers on the Website. Each such offer and or voucher shall be subject to its own express terms, however, each offer or promotion will be subject to availability at all times. Your statutory rights are not affected.

7. Consumer Rights

- 7.1. If you are contracting as a consumer, you may cancel your order with us at any time within 28 days, beginning on the day after you received the goods. In this case, you will receive a full refund of the price paid for the goods. This is in addition to your statutory rights.

8. Refunds Policy

- 8.1. When you return a product to us pursuant to condition 7 above (in addition to your statutory rights) we will process the refund due to you as soon as possible and, in any case, within 14 days of the day that we receive the items back from you. In this case, we will refund the price of the goods in full. Please ensure that you return goods to us within 14 days of your cancellation of the Contract. This does not affect your statutory rights.

9. Our Liability

- 9.1. We warrant to you that any goods purchased from us through the Website are of satisfactory quality and reasonably fit for the purposes for which products of such kind are commonly supplied. We shall not be responsible to you or any third party whether in contract, tort (including negligence) or otherwise for incidental, special, indirect or consequential loss or damage, any loss of profit (direct or indirect), loss of sales, loss of goodwill or reputation, loss of business, third party claims, pure economic loss arising out of or in connection of the performance or non performance of our obligations under these terms and conditions, including such damage as may be reasonably foreseeable at the date you order the goods.
- 9.2. If you are buying products from us as a business, our liability for any claim for loss or damage shall be limited to the purchase price of the goods you purchased. If you are buying products from us as a consumer, our liability for any claim for loss or damage shall be limited to three times the purchase price of the goods you purchased.
- 9.3. Nothing in these Terms and Conditions shall exclude or restrict our liability, for death or personal injury caused by our negligence, under section 2(3) of the Consumer Protection Act 1987, for fraud or fraudulent misrepresentation, for any matter for which it would be illegal for us to exclude, or attempt to exclude, our liability.