

Sales Terms and Conditions

Siblings Pet Care will ensure that updated terms and conditions always remain on the website, by using our services or making a purchase, you are agreeing to be bound by these terms.

Throughout the Terms and Conditions any purchaser will be known as "The Customer". References to "Us", "We" or "Our" refer to Siblings Pet Care.

It is our responsibility to supply you with goods that meet your consumer rights. If you have any concerns that we have not met our legal obligations, please contact us at info@siblingspetcare.com.

Our Contact Details:

Siblings Pet Care
Thorpe Willoughby, Selby, UK
07999690524
info@siblingspetcare.com

Returns and Cancellation Policy

1. Notification of request for refund must be made as soon as possible and no later than 14 days starting the day after the date of purchase.
2. Any items not received by the customer must be notified to us within 14 days of the purchase date to enable us to accurately locate the item.
3. All items must be returned in the 'new' condition it was dispatched in; the items must be able to be resold. Should the item arrive damaged, please contact us as soon as possible and provide images/full description of damage when possible, this can be sent to info@siblingspetcare.com.
4. Any items returned to us must be done so at the expense of the purchaser, no such postage costs will be refunded by Siblings Pet Care.
5. Any returns must be received by Siblings Pet Care within 14 days of the request for refund.
6. Should you wish to be refunded for an order, please simply email us with your request and details of the refund, if required a template has been included for your use below:

To: [here the trader's name, geographical address and, where available, fax number and email address are to be inserted by the trader]:

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

Complaints Policy

We ask for any complaints to be emailed to info@siblingspetcare.com where we will aim to resolve your complaint in a satisfactory and timely manner.

Should you wish to escalate the complaint further, you are in your legal rights to do so and more information can be found here

<https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=EN>.

Updates

1. Please inform us of any changes to your address and contact details - particularly for repeat orders.
2. We will ensure our selling platforms contain accurate information in relation to our products for sale.

Privacy Policy

1. Please see our privacy policy detailed in the policies/forms tab at www.siblingspetcare.com.

Delivery

1. We will ensure the details of delivery remain updated on each selling platform we use (which include but are not limited to eBay and Facebook). This will include cost and timescale.
2. Our current delivery methods are carried out by us for local deliveries, the cost of which will be made clear before purchasing.
3. We use Royal Mail for any deliveries further afield, the cost and timescale will be made clear before purchasing.
4. Collection is available free of charge from Church Fenton and Thorpe Willoughby, full details of which can be provided once a purchase has been made for collection.

Payments

1. Siblings Pet Care accepts payment by Paypal, bank transfer and cash.
2. We use third party selling platforms including but not limited to eBay and Facebook.
3. Where payment is not received within 14 days of the date of the invoice issued (where applicable), Siblings Pet Care will be forced to terminate the sale. With invoiced purchases, the items will not be dispatched until payment is received in full, to include any mentioned delivery costs.