

# The Happy Paws Club – Subscription FAQ

## Do I have to subscribe to buy products?

No. All products are available to purchase at the standard one-off price. Subscriptions are optional and offer a saving on regular orders.

## What is The Happy Paws Club?

The Happy Paws Club is our subscription option for selected natural treats and gently steamed dog food, offering **5–10% savings** on regular orders.

## How often will I receive my subscription?

You can choose **fortnightly** or **monthly**, delivery or collection, depending on the product.

## How much do I save with a subscription?

Subscription savings vary by product:

- Selected items receive **5% off**
- Most subscription products receive **10% off**

Savings are applied automatically when you subscribe.

## When is payment taken?

Payment is taken at the time of ordering. The cut off point for ordering is Sunday Evening. Orders are processed on Mondays and where needed, products are ordered from our supplier.

## How long does my order take to be ready?

Once payment is received, orders are prepared according to the selected ordering cycle and are typically ready for local delivery or collection within up to 7 days from the next scheduled processing date.

## How are products supplied?

All products are supplied in **sealed, branded manufacturer packaging**, exactly as received from the supplier. We do not repack or relabel any products.

## Can I pause or cancel my subscription?

Yes. Subscriptions can be **paused or cancelled at any time** before the next order is due.

## Can I change my products or delivery method?

Yes. You can update your products, frequency, or switch between collection and local delivery before your next order is placed.

### **Is there a minimum spend?**

Yes — a minimum spend of **£25 applies to local delivery orders.**

There is **no minimum spend for collection.**

### **What happens if a product is unavailable?**

If a product is temporarily unavailable, we will contact you to discuss alternatives or offer a refund for that item.

### **Is there a minimum commitment?**

No. There is **no minimum term** and no obligation to continue.

