

The Happy Paws Club – Subscription Terms & Conditions

1. About Our Subscriptions

The Happy Paws Club is a subscription service offering discounted pricing on selected natural dog treats and lightly steamed dog food. Subscriptions are optional, and all products are also available to purchase at the standard one-off price.

2. Subscription Savings

Subscription discounts vary by product and are clearly displayed at the time of ordering. Savings are typically **5% or 10%** compared to standard one-off prices.

3. Orders & Payment

Payment is taken at the time of ordering.

Orders are prepared according to the selected order or subscription cycle. Once payment has been received, any required products are ordered fresh from our supplier.

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

4. Order Processing & Timescales

Orders are processed in line with the chosen ordering or subscription schedule.

Once processed, orders are typically ready for local delivery or collection within **up to 7 days from the next scheduled processing date**. Timescales may vary depending on supplier availability.

5. Delivery, Collection & Minimum Spend

Subscriptions are available for **free collection** or **£2 local delivery** within our advertised delivery area. Delivery options and any associated charges will be shown at checkout.

Local delivery is available subject to a **minimum order value of £25**.

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

Once an order is ready for dispatch, customers will be contacted to arrange a convenient delivery or collection time.

6. Subscription Frequency

Customers may choose either **monthly or fortnightly** subscription intervals, depending on product availability.

7. Changes, Pauses & Cancellations

Subscriptions can be **paused, amended, or cancelled at any time** prior to the next order being placed.

To avoid an order being processed, any changes must be made **before the scheduled order date**. Once an order has been placed with our supplier, it cannot be cancelled.

8. Product Availability

If a subscribed product is unavailable, we will contact you to:

- Offer a suitable alternative, or
- Arrange a refund for the unavailable item

9. Refunds & Returns

Due to the nature of pet food and consumable products, returns cannot be accepted once items have been supplied, unless they are faulty or incorrect.

Any issues must be reported within **48 hours** of collection or delivery.

10. Pricing & Supplier Cost Changes

While we aim to keep prices consistent, product prices may change due to supplier cost increases or availability.

Subscription prices are **not guaranteed indefinitely** and may be adjusted if our supplier prices increase.

If a price change affects your subscription:

- You will be notified in advance before your next order is placed
- You will have the option to **accept the new price, amend your order, or cancel your subscription**
- Price changes will **not apply to orders that have already been placed and paid for**

11. Pricing Updates

We reserve the right to amend product prices and subscription discounts due to supplier cost changes or market conditions. Any changes will be communicated in advance and will not affect orders already placed.

12. Customer Responsibility

It is the customer's responsibility to ensure products ordered are suitable for their dog, including checking ingredients, feeding guidelines, and storage instructions.

13. Contact

For questions about The Happy Paws Club or your subscription, please contact us using the details provided on our website.

Final Confirmation

By placing a subscription order, you confirm that you have read and agreed to these Terms & Conditions.

