



## Wellsies Pet Treats (Wellsies Cakes) Terms & Conditions

**Effective Date:** 01<sup>st</sup> January 2025

**Reviewed:** Annually or as needed

**Applies to:** All Wellsies Pet Treats (Wellsies Cakes) customers

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Welcome to Wellsies Pet Treats (Wellsies Cakes)! By purchasing from our website, social media or in person at markets or pop-ups, you agree to the following terms and conditions.

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### Products & Order

- All treats are handmade and may vary slightly in shape, size or colour.
  - Orders are subject to availability. If an item is out of stock, we'll contact you promptly with an alternative item.
  - All prices are listed in GBP (£) and include VAT if applicable.
  - Once an order is placed, you'll receive confirmation by email.
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### Delivery

- Orders are dispatched within the timeframe stated on each product page (usually 2-5 working days).
  - Delivery is made via Royal Mail or a courier. We are not liable for delays caused by postal services.
  - It is your responsibility to provide accurate delivery details. We cannot refund or replace orders sent to an incorrect address.
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### Returns & Refunds

- Due to the nature of our products (perishable pet treats), returns are only accepted if an item is faulty, damaged or sent in error.
  - Refunds or replacements will be issued if the fault is reported within 3 days of delivery.
  - For full details, please see our Returns & Refunds Policy.
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### Payments

- Payments are processed securely through trusted providers (e.g. Square, Stripe, Paypal)
  - We do not store or access your card details.
  - Your order is only confirmed once payment has been received.
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### Pet Product Disclaimer

- All treats are intended as complimentary pet food only and are not a substitute for a complete diet.
  - Always supervise pets when feeding.
  - Treats should be stored in a cool, dry place and used before the best-before date.
  - Wellsies is not responsible for any adverse reactions caused by known or unknown sensitivities.
  - It is your responsibility to check ingredients and allergens before feeding.
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## **Communication**

By placing an order, you agree to be contacted by us regarding your purchase. You can also opt into our e-mail newsletter and unsubscribe at any time.

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## **Privacy**

We respect your privacy and handle your data in accordance with UK GDPR laws. For more information, see our Privacy Policy.

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## **Liability**

Wellsies shall not be liable for:

- Loss or damage caused by misuse of the products
  - Delays due to events beyond our control
  - Allergic reactions to ingredients clearly listed on the packaging
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## **Amendments**

We reserve the right to update these terms at any time. Any changes will be posted on our website and apply from the date of publication.

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## **Need help?**

If you have any questions about this policy or your order, you can contact:

- [Wellsiescakes@outlook.com](mailto:Wellsiescakes@outlook.com)
- **TikTok & Instagram: @wellsiespettreats**
- **Visit our weekend Pop-Up Shop (from 18<sup>th</sup> April 2025)**