



## Online shop ~ Terms and Conditions

### General Delivery Information

Unless otherwise requested (whereupon added charges will be incurred) all goods will be sent via 2<sup>nd</sup> class mail.

Prices apply to mainland UK postcodes only; please contact us prior to making your purchases for overseas, BFPO etc.

Please allow 7 days for delivery.

Orders will be sent to the delivery address that you have given as you enter it on your order form. We cannot accept liability for late or failed delivery due to an incorrect or incomplete address. Please note that we do not deliver to PO boxes.

### Returns policy

We hope that you love our products as much as we do, but if for any reason you are unhappy with any item purchased through our website, then please call us on +44 (0)1233 771915 within 14 days of receiving your order and we will be happy to arrange a refund or exchange **Breakages** – we will refund in full or send replacement item should goods arrive damaged or broken through inappropriate packaging or mishandling by carrier – please note **photographic proof will be required.**

### Cancelling an order

You have the statutory right to cancel your order, but no later than 14 working days after the day you receive the product. You can also cancel your order at any time prior to the order being processed. Please be aware that orders are usually processed on the same day that they are received. Please call us on +44 (0)1233 771915 or email [retail@thebigcatsanctuary.org](mailto:retail@thebigcatsanctuary.org) with your name, address and order reference number.

You also have the statutory right to withdraw from the order at any time after it has been dispatched, but no later than 7 working days after the day after you receive the product. Please call us +44 (0)1233 771915 or email [retail@thebigcatsanctuary.org](mailto:retail@thebigcatsanctuary.org) with your name, address and order reference number.

### Refusal of an order

We reserve the right to withdraw any Products from this Website at any time and/or remove or edit any materials or content on this Website. Whilst we will use our reasonable endeavours to fulfill orders submitted to us, there may be exceptional circumstances which mean that we may need to refuse to process or accept an Order after we have received it or sent you an Acknowledgement of Receipt, which we reserve the right to do at any time, at our sole discretion.

If Products are shown on our Website but are not available or are clearly incorrectly priced or otherwise incorrectly described, we shall not be obliged to sell you such Products.

Although we have made all reasonable efforts to correctly display product colours on the Website, we cannot guarantee that these will be accurately represented.

We will not be liable to you or any other third party by reason of our withdrawing any Product from this website, removing or editing any Materials on this Website or for refusing to process or accept an Order after we have received it.

**Payments** – Via PayPal - all major credit and debit cards processed via Paypal.