



Terms & Conditions of Sale

Our terms and conditions of trading do not affect your statutory rights and are subject to change at any time.

Placing an order

You can place an order directly on our website, by telephone or by email. We will need to know your pet's condition, measurements, weight and any other related issues. We advise that the opinion of a professional veterinarian is obtained before purchase to ascertain your dog's suitability for our products.

Amending your order

We are unable to amend or change orders once shipping has been booked.

Availability

All orders are subject to acceptance and availability. If the goods you have ordered are not available from stock, we will contact you by e-mail or phone (if you have given us details). You will have the option either to wait until the item is available from stock or to cancel your order.

Price

The prices payable for goods that you order are as set out on our website. All prices are inclusive of VAT at the current rates and are correct at the time of entering information.

Where it is not possible to accept your order to buy goods of the specification and description at the price indicated, we will advise you by email, and offer to sell you the goods of the specification and description at the price stated in the email and will state in the email the period for which the offer or the price remains valid.

Payment

We must receive payment of the whole of the price for the goods that you order before your order can be accepted. Payment of the price for the goods represents an offer on your part to purchase the goods, which will be accepted by us only when the goods are dispatched. Only at this point is a legally binding contract created between us.

Wheels4dogs Ltd
Registered in England and Wales No: 13484985
Vat No: GB 265887643
Registered Address (not trading address):
1st Floor, Huxley House, 11 William Street, Redditch, Worcestershire B97 4AJ

Our website will accept payment via Debit or Credit card. We can accept direct payments over the phone by credit or debit card. We can also accept direct payments using Paypal. All International payments can only be accepted through Paypal.

Wheelchair and Large Item Shipping

Standard UK Mainland shipping is free for new rear or full support wheelchair orders to Parcelforce Zone 1 only. Zones 2 and 3 will be priced individually.

All other large items requiring Parcelforce shipping will be quoted and charged for individually.

We aim to dispatch all orders within 2 working days. For UK delivery we use the Parcelforce 24 hour shipping service.

Small Item shipping

All smaller products that will fit inside Royal Mail Small Parcel requirements will be shipped using their tracked 24 service within the UK. We aim to dispatch these within 2 working days. We currently charge £4.99 for this service.

International Shipping

Shipping to all international destinations will be individually quoted based on the destination, weight, and volume of the parcel. They will incur import vat and duty on entry into your country, which is payable by you at the point of entry.

General Shipping guidance

We will deliver the goods to the address you specify for delivery in your order. It is important that this address is accurate. Please be precise about where you would like the goods left if you are out when we deliver. We cannot accept any liability for any loss or damage to the goods once they have been delivered in accordance with your delivery instructions (unless this is caused by our negligence). You will become the owner of the goods you have ordered when they have been delivered to you. Once goods have been delivered to you they will be held at your own risk and we will not be liable for their loss or destruction.

We will aim to deliver the goods by the date quoted for delivery, but delivery times are not guaranteed. Dispatch and delivery times and dates are for general guidance only and we are not liable for late delivery of goods caused by circumstances beyond our control. If we are unable to dispatch within the stated time frame, we will notify you. You are responsible for making appropriate arrangements to receive the goods. If our couriers are unable to deliver through no fault of ours or theirs and the parcel is returned to their depot or to us, you will be responsible for the returns and re-shipping costs.

Unless agreed otherwise, if you do not receive goods ordered by you within 30 days of the date on which you ordered them and decide to cancel the order rather than re-arrange delivery, we will provide you with a full refund.

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Cancellation rights

Under **The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 SI 2013/3134** you have the legal right to cancel your order up to 14 calendar days after the day on which you receive your goods. Should you wish to cancel your order you can notify us via email to hope@wheels4dogs.co.uk

If you have received the goods before you cancel your contract then you must send the goods back to our specified address at your own cost and risk. If you cancel your contract but we have already processed the goods for delivery, you should not unpack the goods when they are received by you and you must send the goods back to us at our specified address at your own cost and risk as soon as possible.

Once you have notified us that you are cancelling your contract, and we have received the goods back we will refund the payment made by you within 14 calendar days. We may make a deduction from your refund for any loss in the value of the goods supplied if the loss is the result of unnecessary handling by you (for example using or wearing the goods prior to cancellation).

Cancellation by us

We reserve the right not to process your order if:

We have insufficient stock to deliver the goods you have ordered;

We do not deliver to your area; or

One or more of the goods you ordered was listed at an incorrect price due to a typographical error or an error in the pricing information received by us from our suppliers.

If we do not process your order for the above reasons, we will notify you by e-mail and will re-credit to your account any payment made by you as soon as possible, but in any event within 14 days.

Returns, except in cases of right to cancellation

We hope that every Walkin' Wheels® buyer and their pet will be happy with their product. If you experience problems, please call or email us. Often we can help with advice or a simple adjustment.

We may ask for photo's / video of your pet using the product to help us offer the relevant advice.

If you wish to return an item in accordance with your rights then please see the return information on our website. You are responsible for all return shipping costs.

If there is a problem with the goods

If you have any questions or complaints about the goods please contact us. You can do so by emailing hope@wheels4dogs.co.uk.

We are under a legal duty to supply goods that are in conformity with this contract and in accordance with the Consumer Rights Act 2015 (the Act). If you wish to exercise your legal rights to reject goods which do not conform with the Act you must post them back to us.

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Second-hand goods

second-hand goods purchased from us are still covered by these Terms and Conditions. Any faults and/or defects will be disclosed before the sale and won't be covered. The manufacturer's guarantee does not cover second-hand goods, so they will not be under warranty beyond the initial 14 day period.

Wheelchair Guarantee

The Walkin' Wheels wheelchair frame is guaranteed for five years from the date of purchase. The warranty protects against defects in the material or workmanship. If a wheelchair frame breaks under normal usage, please let us know and we will repair or replace the wheelchair at our option. You would be responsible for all shipping charges. The wheelchair warranty applies to the original owner only and is non-transferable. This warranty applies to the wheelchair frame only. All other parts including soft goods and wheels are guaranteed for three months subject to normal wear and tear.

We strongly advise that wheelchairs are kept indoors when not in use and when exposed to salt water, sand or mud that this should be thoroughly washed off after each use. This will prolong the life of your wheelchair and prevent invalidating the warranty.

Other Walkin' Pet Products Guarantee

All other products (excluding the Walkin' Wheels wheelchair) are guaranteed for three months subject to normal wear and tear.

Complaints

If you would like to express a complaint please email us at hope@wheels4dogs.co.uk. 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.

Privacy Policy

We will only use your personal information as set out in our privacy policy. Please see the privacy policy on our website or ask us to provide you with a copy.

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