

VIP Subscribe & Save Flea - Preventative treatment service

Terms & Conditions

These terms and conditions, your subscription application ("Application") and the Flea Treatment Subscription Leaflet and Frequently Asked Questions (as updated from time to time) <http://www.petsathome.com/subscribeandsaveflea> (together "Terms; Your Subscription") form the contract with you, the pet owner ("you", "your"). These Terms are important and we strongly advise that you read through them carefully and keep them in a safe place, so that you can refer to them in the future.

The Animal Healthcare Company Ltd provides administrative services and collects payments from you on behalf of Pets at Home to pay for Your Subscription. Your contract is with Pets at Home and not with The Animal Healthcare Limited.

If you change your mind and wish to cancel Your Subscription, you may do so by telling us within 14 days of the date of our acceptance of your Application. You should contact us either by logging in to My Account(<https://www.petsathome.com/shop/en/pets/logon>), or by email to CustomerServices@petsathome.co.uk or by letter addressed to Customer Services, Pets at Home Limited, Epsom Avenue, Stanley Green Trading Estate, Handforth, Cheshire SK9 3RN. The payment for the first month is non-refundable, but we will cancel Your Subscription and will not request any further payments.

The Subscription Service

1. Your Subscription is with PETS AT HOME LIMITED, Epsom Avenue, Stanley Green Trading Estate, Handforth, Cheshire SK9 3RN, telephone number 0800 328 4204 or 0161 486 6688 ("Pets at Home" or "we, us, our") and is administered by THE ANIMAL HEALTHCARE COMPANY LTD, Victoria Road, Winchester, Hampshire SO23 7RG.
2. If your Application is accepted by Pets at Home Your Subscription entitles you to receive the monthly preventative flea treatment specified by you in the Application or a replacement preventative flea treatment as notified by Pets at Home under these Terms ("Treatment").
3. To ensure that the Treatment is safe and effective please note that it must be used strictly in accordance with the current instructions and warnings as detailed on the leaflet provided with each treatment.
4. Following receiving updated information about Your Pet under clause 29:
5. Pets at Home will notify you if it considers that the Treatment should be changed (including the change in fee payable) and you may cancel Your Subscription by notice in writing to Pets at Home. If you do not cancel within 14 days of the notification from Pets at Home you will be deemed to have accepted the changes notified. If the notification of change from us occurs less than 14 days before the date your next delivery leaves Pets at Home your next delivery may be the old Treatment and the new Treatment will be delivered with effect from the next month.
6. Pets at Home may, if it considers it appropriate for the welfare of Your Pet, immediately cancel Your Subscription by notice in writing to you.
7. If Your Pet is sensitive or allergic to the products under Your Subscription, substitute products may be available. Please discuss Your Pet's requirements with Pets at Home and clause 4 will apply if Pets at Home considers that the Treatment should be changed or cancelled.
8. Should Pets at Home not be able to supply the Treatment in any month it shall notify you as soon as possible so for that month you can purchase the Treatment from another supplier. You will be refunded for any payment made by you for Treatment which is not supplied.
9. Any other treatments or products purchased from Pets at Home are payable separately by you to Pets at Home.

Delivery

10. At the time of making your Application (whether online or instore) you will purchase the first pipette of Your Subscription.

Future monthly Treatments will be delivered (no charge for delivery) every 30 days to the address specified in your Application, the first delivery to be made 30 days after your Application. If any Treatment is returned to Pets at Home, Pets at Home will notify you by email and Your Subscription will automatically be placed on hold and no further deliveries will be processed for dispatch until you resolve the problem.

11. If our supply of the Treatment is delayed by an event outside our control then Pets at Home will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event. We will refund you for any Treatments not received by you.

Payments

12. The weight of Your Pet entered on your Application will be the weight used to determine the fee category Your Pet falls into, subject to any changes in accordance with clause 4(a). The fees to be paid for Your Subscription are as set out in the email accepting your Application or otherwise notified under this Agreement.
13. You will pay for the first month of Your Subscription at the time of making the Application and by entering into Your Subscription you are agreeing to pay future monthly payments by direct debit to The Animal Healthcare Company Limited, the first of which will be requested approximately 17 days after Your Subscription is set up. The subsequent payments will be requested monthly on the same day of the month as the first direct debit payment.
14. If Your Subscription is cancelled for any reason you shall be liable to pay us for all Treatments Your Pet has received. If the cancellation of Your Subscription occurs before the Treatment for that month has left Pets at Home for delivery to you, you will not be charged for that month. If it has already left Pets at Home for delivery to you then you will be charged for that month, but not for future months.
15. If any of your payments are returned to us unpaid, we will inform you and attempt to collect the payment from you by Debit/Credit card. If this happens, we will charge you an administration fee of £0.50.
16. If one or more attempts to collect your payments are returned to us unpaid, or if you cancel your direct debit, we may immediately cancel Your Subscription.
17. You must pay the fees until Your Subscription is cancelled in accordance with this Agreement. We will not refund fees paid or payable by you except in the case of our administrative error or as otherwise provided in these Terms.
18. We reserve the right to suspend Your Subscription if you have any outstanding debt with Pets at Home outside of Your Subscription that is more than 7 days overdue. If not already cancelled in accordance with the Terms, Your Subscription will be reactivated once payment of the debt is made in full.

Duration of Subscription and Cancellation

19. Your Subscription is an ongoing contract until it is cancelled in accordance with its terms.
20. You may cancel Your Subscription on 30 days written notice to Pets at Home and we may cancel Your Subscription on 30 days written notice to you.

General Conditions

21. You MUST be over 18 years of age to enter these Terms.
22. You MUST be a member of the Pets at Home VIP club.
23. Your Subscription may not be transferred either from Your Pet to another pet, or from you to a third party.
24. THIS IS NOT AN INSURANCE POLICY.
25. These Terms are subject to English law.
26. All Applications are subject to acceptance by Pets at Home who reserve the right to refuse to enter into Terms with you.
27. When we use the words "writing" or "written" in these terms, this includes notifications via My Account (<https://www.petsathome.com/shop/en/pets/logon>) and emails.

Variation of these Terms

28. Pets at Home reserve the right to change the terms of Your Subscription by giving you 30 days written notice. If, before that 30 days' notice from Pets at Home has expired, you do not wish Your Subscription to continue, you may cancel it by giving Pets at Home 30 days written notice. If you do not give notice by the time the Pets at Home notice has expired, you will be deemed to have accepted the variation.

Your Responsibilities

29. If your personal details change, you must notify Pets at Home immediately.

