



Frequently Asked Questions - Everything you could possibly want to know about your flea subscription.

How do I apply?

This bit is easy. You can [apply online](http://www.petsathome.com/shop/en/pets/flea-treatment-subscription) (<http://www.petsathome.com/shop/en/pets/flea-treatment-subscription>) or pop into store and speak to our team.

How much does it cost?

The price depends on how much you'll need, and that depends on the size and weight of your pet. For more information on pricing go to - <http://www.petsathome.com/shop/en/pets/flea-treatment-subscription>

How do I pay?

To make things even easier, you'll pay by Direct Debit – meaning you'll never miss a dose. Your payments will be taken by us, Pets at Home – but we've partnered with 'The Animal Healthcare Company Ltd' to help us administer the subscriptions. They're an English company, registered number 3302348, of Victoria Road, Winchester, Hampshire SO23 7RG.

Please note that to apply for the Direct Debit you must have an account number with 8 digits. If your Building Society Roll Number is longer than this, you'll need to ask your Building Society for an 8 digit alternative.

Who is the subscription with?

Your subscription is with us, Pets at Home Limited, an English company, registered number 1822577, of Epsom Avenue, Stanley Green Trading Estate, Handforth, Cheshire SK9 3RN. Our registered VAT number is 616431754 – in case you were wondering.

How do I contact Pets at Home?

If you want to discuss anything at all connected with your subscription, please get in touch with our customer services team on 0800 328 4204 or 0161 486 6688.

If the information about you or your pet changes or you want to cancel or change your subscription log into My #Account.

How will you contact me?

We won't bombard you with letters and calls. But if we do need to get in touch, we'll use the phone number, email address or postal address you gave us in your application form.

Where can I read the Ts&Cs?

Easy. Go to – <http://www.petsathome.com/shop/en/pets/flea-treatment-faq> and you can read all the terms and conditions that apply to your subscription.

Our Ts&Cs are important, so please read them carefully before submitting your application – that way everyone knows where they stand. These FAQs are just a summary and do not cover anything in any great detail. Take a look at our Ts&Cs for specifics about everything from changing or cancelling your subscription to what to do if you have a problem.

Am I eligible for a subscription?

Once we receive your application we'll check if you're eligible:

- There are certain legal requirements which regulate the supply of veterinary medicines that we must comply with
- We need to be sure that you can pay for the treatments
- We'll check that there are no errors in your application – it's very important that the information given in the application is complete and accurate.
- We do not accept orders:
 - For delivery outside the UK
 - Unless you're a VIP member
 - From anyone under 18 years old

How will I know if I've been successful?

If you're eligible we'll email you to let you know – at which point your contract with us will begin.

If we're unable to accept your order, we'll inform you of this and we will not charge you for any future payments. However, the payment which was made by you for the first month's treatment is non-refundable as it will already have been dispatched to you).

Can I change my mind after I have applied for a subscription?

Yes. You can change your mind within 14 days of our acceptance of your application. Just let us know and we'll cancel your subscription – and we won't request any further payments from you. The payment for the first month is non-refundable as the treatment will already have been dispatched.

To exercise your rights to cancel the easiest way is via my account However you can email us at CustomerServices@petsathome.co.uk or write to 'Customer Services, Pets at Home Limited, Epsom Avenue, Stanley Green Trading Estate, Handforth, Cheshire SK9 3RN'. So

we know who you are please provide your name, home address, details of your subscription, your phone number and email address. On accepting your subscription we provide you with a cancellation form but you do not have to use that.

If you have not cancelled within 14 days of your application but want to end your subscription please see question 'What do I do if I want to cancel my subscription?'

What if the information I have given about my pet changes?

It's very important that you let us know straightaway via my account if any details about your pet changes, as the treatment may no longer be safe or effective. For example, if the weight or health of your pet changes, if it starts on new medication or if your pet is sensitive or allergic to the treatment.

What will we do with updated information about your pet?

a) We will notify you if we think the treatment should be changed (including the change in fee payable) – at which point you may cancel your subscription by notice in writing to us. If you do not cancel within 14 days of the notification from us, we'll presume you have accepted the changes. We need 14 days to make any changes, so if the notification about the change occurs less than 14 days before the date your next delivery leaves us, your next delivery may be the old treatment and the new treatment will be delivered with effect from the next month.

b) We may, **if we consider it appropriate for the welfare of your pet, immediately cancel your subscription** – we'll write to you to let you know. If the cancellation occurs before the treatment for that month has left us for delivery to you, you will not be charged for that month. If it has already been dispatched you will be charged for that month, but not for future months.

Does Pets at Home have any right to make changes or cancel?

We may change the terms of your subscription by giving you 30 days written notice. If, before that 30 days' notice has expired, you don't want your subscription to continue, you can end it by giving us 30 days' written notice. If you do not give notice within this time, we'll presume you have accepted the changes.

We may cancel your subscription and obtain from you any unpaid amounts for treatments your pet has received, if one or more attempts to collect your payments for the subscription are returned unpaid or you cancel your Direct Debit.

We may suspend your subscription if you have any outstanding debt to us for anything outside the subscription, which is more than 7 days overdue.

We may cancel your subscription by giving you at least 30 days' written notice.

If we can't supply the treatment in any month we will notify you as soon as possible, so that you can purchase the treatment from another supplier for that month. If payment has already been made for a month not supplied, of course we'll refund it.

What do I do if I want to cancel my subscription?

- You may cancel your subscription for any reason – just give us 30 days notice via my

account - If your pet is lost or deceased, please notify us via my account and we will cancel your subscription and won't charge you for any further payments, except for any treatments which were dispatched before cancellation

- If we notify you of any changes, you have rights to cancel your subscription. See question 'Does Pets at Home have any right to make changes or cancel?'

- If the cancellation of your subscription occurs before the treatment for that month has been dispatched, you will not be charged for that month. If it has already been dispatched you will be charged for that month, but not for future months.

How do I tell you that I want to end my subscription or change the information you have about me or my pet?

If you want to change your subscription, please let us know:

By phone. Call customer services on 0800 328 4204;

Via My Account (<https://www.petsathome.com/shop/en/pets/logon>)

If we ask for the changes to be in writing please email us or write to us by post.

What are my legal rights?

Once the subscription has started we are under a legal duty to supply the preventative flea treatments in accordance with our contract with you. Nothing in our contract with you will affect your legal rights.

Here's a summary of your key legal rights. These are subject to certain exceptions. For detailed information please visit the Citizens Advice website at www.adviceguide.org.uk or call 03454 04 05 06.

Under the Consumer Rights Act 2015 the flea treatments we supply to you must be as described, fit for purpose and of satisfactory quality. If we are in breach of contract, your legal rights entitle you to the following:

- up to 30 days: you can get a refund

- up to six months: if your faulty flea treatment can't be replaced, then you're entitled to a full refund, in most cases

- up to six years: right to bring a claim for breach of contract (if it has not already been remedied)

How can I ensure my treatment is safe & effective?

Very important information to ensure that the treatment is safe and effective

- The treatment must not be used on any animal other than the pet named in your application ('your pet')

- Before using the treatment you must very carefully read the instructions and warnings on the treatment's label and leaflet

- The treatment that is appropriate to your pet depends on its weight, age, last treatment date and health. Any information you give to us about your pet must be completely accurate and it is your responsibility to let us know about any changes straightaway – please tell us via my account if any information about your pet changes
- Some treatments cannot be used during your pet's pregnancy or lactation. Please read the instructions and warnings on the treatment's label and leaflet or contact us to discuss
- If your pet is on any other medication please check with your vet before using the treatment as it may react with other treatments
- You should not use the treatment if your pet has had any previous problem with it.
- Each treatment must be given within the correct time period after the last treatment date, as noted on the treatment's label or leaflet (usually within 4-6 weeks)

How is my personal data used?

Your personal data

You have the right to know what personal data we hold about you, why we hold it and what we do with it. If you want to find out any of these things or advise us of a change to your personal data then please write to: The Data Protection Officer, Pets at Home Limited, Epsom Avenue, Stanley Green Trading Estate, Handforth, Cheshire SK9 3RN. Please note that a small charge may apply.

Why is it so important to treat my pet every month?

Preventing a flea infestation is much better than curing one. Fleas can cause serious diseases in dogs and cats so regular treatment is vital to keep your pet healthy

How do I weigh my pet?

It's really easy to weigh your pet in one of our 400+ stores, simply bring your pet in to store and one of our team will be happy to help

When will my first order arrive?

Your first order will arrive 3 days after you place your order

When will payment be taken?

The first direct debit payment will be taken 17 days after you set up your subscription

I want to start a subscription, how do I do this?

Just add the relevant product to your basket, set up the direct debit payment, sit back and relax

What benefits do I get when I subscribe?

Savings every month on flea treatment for your pet, regular delivery of flea treatment through your front door just in time for treatment, enrolment into our VIP club

Can I start a subscription in your store?

Yes, please speak to one of our knowledgeable colleagues in store who will be able to guide you through the set up in-store