

Terms & Conditions of Sale and Privacy Policy

Dogpoopbags.co.uk is a fair trading business which operates in compliance with the Sale of Goods Act 1979, Distance Selling Regulations (DSRs) 2000 and E-Commerce Regulations 2002.

The information on this page forms our terms and conditions and includes our privacy policy. If you do not agree with anything here please do not place your order with us.

We reserve the right to amend the following terms & conditions and privacy policy at any time and advise that you check this page occasionally to ensure that you are happy with the changes. Your statutory rights are not affected.

When you place an order with Dogpoopbags.co.uk, we will treat that action as an offer to buy and upon receipt of our order confirmation we enter into a contract with you.

About Us

Dogpoopbags.co.uk is owned by Anne Williamson trading as Leadson Dog Walking & Dogpoopbags.co.uk:

27 Mearns Walk
Laurencekirk
Aberdeenshire
AB30 1FA

Tel: 0789 115 9262

Sales / enquiry line – if we are unable to answer please leave your name and contact details and we will call you back within 24 hours

Monday – Friday 09:00 – 19:00
Weekends 10:00 – 16:00

Email: info@dogpoopbags.co.uk

Business status: Sole Trader, currently not registered for VAT

Our products

We sell dog waste clear up solutions and associated pet products.

Each item listed on our website is described accurately with photographs of the actual products. We ensure they are fit for purpose.

How to order and payment arrangements

The prices listed on our website are inclusive of all taxes and carriage and are in GBP sterling.

We despatch to UK, Eire and European addresses as standard. Please contact us for prices for additional carriage charges to Rest of World prior to ordering.

Prices may be subject to change for example, adjustment for VAT rates or increase in manufacturer prices or special promotions deals.

Prices paid will be the prices as listed. Special promotions will have an end of promotion date noted.

Orders can be placed online, by email or telephone. We accept payment online, telephone / email, cheque / postal orders, bank transfer or cash. Please contact us for further details of non-online payment.

Online payment is straightforward by clicking on chosen item (s) and add to shopping basket, click to checkout and you will be transferred to Paypal's or Googlecheckout's secure payment server. You do not need an account for either of these methods, you input your credit / debit card details and your payment will be processed through secure servers.

Upon receipt of your payment we will acknowledge your order by email or letter. This will confirm your order details, total price paid, despatch details and expected delivery schedule. We endeavour to acknowledge your order as soon as is reasonably possible after receipt of payment or next working day.

Despatch and delivery arrangements

Upon receipt of payment Dogpoopbags.co.uk will

- i. Acknowledge your order by email as soon as is reasonably possible or next working day.
- ii. Despatch goods as quickly and expediently as possible.

Goods are usually stock items and will be despatched by either Royal Mail postal services or by DHL courier either same day if ordered by 14:00 hours or next working day or within 48 hours as appropriate.

Estimated delivery for these despatch services can range from 1 – 5 working days. Your order acknowledgement will confirm despatch details.

Dogpoopbags.co.uk is not responsible for delays in carriage.

Goods are despatched to an address specified by you or provided through PayPal or Googlecheckout secure server. It is your responsibility to ensure all details are accurate and up to date.

Your order will be despatched in recycled, recyclable or degradable packaging and packed securely.

Where items are out of stock we will endeavour to provide notification on our website prior to checkout or offer a similarly priced product in exchange or provide a refund.

Some of our stock items are unique, individual one-off items and may become unavailable for sale. We endeavour to keep our website stock status updated as soon as is reasonably possible. Should such an item be purchased that has very recently been sold we will notify you by email as soon as possible. We will offer a similar replacement or provide a refund.

Delivery is inclusive for all items listed on our website to UK, Eire or European addresses. Please contact us for additional carriage costs to Rest of World prior to ordering.

A delivery fee is charged for bespoke bulk orders and will be quoted at point of enquiry.

Your right to cancel

Orders can be cancelled at any time from placement of order until the expiry of 7 working days from the day after receipt of goods.

Customers must advise Dogpoopbags.co.uk in writing of your intention to cancel and return the goods within 7 days of receipt to:

Dogpoopbags.co.uk
27 Mearns Walk
Laurencekirk
Aberdeenshire
AB30 1FA

Customers must take reasonable care of the goods prior to returning. It is the responsibility of the customer to return the goods at your expense.

Customers failing to return the goods or returns them at our expense will be charged for the direct costs of recovery.

Dogpoopbags.co.uk will refund your original payment upon receipt of returned goods or within 30 days from receipt of your notification to cancel but will not pay for the additional return carriage charges. We do not charge any additional restocking or handling fee. Refunds are paid as per the original payment method.

Where unique, individual one-off items become unavailable we will advise status and notify by email as soon as possible. We will offer a similar replacement or provide a refund.

Faulty goods

If the goods are faulty Dogpoopbags.co.uk will pay for their return either by arranging a collection or by refund of additional return carriage costs. The faulty goods will be exchanged or fully refunded upon receipt of return – no quibble!

Information about you (the customer)

Dogpoopbags.co.uk aims to provide a safe and secure shopping experience.

Any personal information gathered about you is used only for invoice, despatch and audit / taxation purposes. We do not share, sell or on pass any of your details to any other party. All information is archived safely for purposes of taxation only and stored in hard copy format. A copy of this information is available upon your request.

Purchases

All financial transactions are carried out through the secure and safe payment methods of PayPal and Googlecheckout who collect your relevant details through their secure servers.

You can pay for your goods online, by telephone, by cheque / postal order and cash for delivery to local addresses. We accept most major credit / debit cards.

Online payments are safe and secure; we do not see your payment method details.

Telephone payments are processed via Paypal's secure server and will be carried out "live" whilst you are on the phone line. We do not retain your credit / debit card details.

Your electronic payment will appear on your statement as "Dogpoopbags".

Please contact for further information on how to pay by bank transfer, cheque, postal order or cash (local delivery only).

Your order is despatched only upon clearance of funds.

If you are a business / institution we are pleased to offer a 30 day account. Please contact us for further details. Separate terms and conditions apply.

Website acceptable use

This section is currently under construction and will be updated shortly.

Third party websites

Dogpoopbags.co.uk contains links to third party websites. We are not responsible for any of their content, security, privacy policy or terms and conditions. We are not responsible for the internet server linking these sites.

February 2011