

TERMS AND CONDITIONS (BURNS PUPPY CLUB)

Our aim and mission is to give members a unique experience and support them on one of the most exciting experiences...having a puppy! We want to support owners so that they can do their best to make sure their pup is happy and healthy and gets the best start in life.

This document (**'Terms and Conditions'**) sets out what you can expect when you sign up to the Burns Puppy Club and pay the requisite fees. By signing up to the Burns Puppy Club and paying the requisite fees you are agreeing to these Terms and Conditions.

1. Who are we, how can you get in contact with us and how do we contact you?

- a) Burns Puppy Club is promoted by Burns Pet Nutrition Ltd, a company incorporated in England and Wales with company number 04181441, whose registered office address is 99 Ferry Road, Kidwelly, Carmarthenshire, SA17 5EJ (**'Burns'**). Our registered VAT number is 558134434.
- b) You can get in contact with us in the following ways:
 - i. By post: at the above address
 - ii. By phone: 01554891910
 - iii. By email: marketing@burnspet.co.uk
- c) If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us when you signed up to Burns Puppy Club.

2. Who can sign up to Burns Puppy Club & how long does it last?

- a) Burns Puppy Club is available to owners aged 18 and over whose puppy is aged between minimum 8 weeks old up until 9 months old or less at the time of signing up to Burns Puppy Club.
- b) Once purchased, the membership will last until the puppy is 12 months old when the membership will then automatically come to an end.
- c) At the moment, Burns Puppy Club is only available to those who live on the mainland of Great Britain. Those who live in Northern Ireland and the Scottish Highlands are not eligible to join.
- d) Signing up to Burns Puppy Club is limited to one sign-up per household.

3. What do you get when you sign up to Burns Puppy Club?

When you sign up to the Burns Puppy Club and pay the requisite fees (see section 5 below for details) you will be provided with the following (RRP for food and products is £53.00):

- ✓ **One 2kg bag of Burns puppy food.** You can choose the type of food that you will receive at the point of signing up to Burns Puppy Club. You can find out more about when we will send you this food in section 4 below. Depending on stock, you may receive a comparable food to the dog food that you requested as part of the sign-up process.
- ✓ **Two 2kg bags (so 4kg in total) of Burns adult dog food.** The type of adult dog food that will be sent will follow on from the type of puppy food that you selected at the point of signing up to the Burns Puppy Club, unless we agree otherwise in writing. You can find out more about when we will send you this food in section 4 below. Depending on stock, you may receive a comparable food to the dog food that you requested as part of the sign-up process.

- ✓ **Exclusive Burns Puppy Club membership offers** which will be sent to you by email and/or post;
- ✓ **Tailored expert nutritional advice** (upon request) which you can access either over the phone, by webchat or email;
- ✓ **Regular emails full of handy hints and tips** for looking after your pup which will include advice on feeding your puppy from our nutritionists;
- ✓ **A personalised email journey until your puppy reaches 12 months old.** This includes information relating to the size of your puppy throughout its first year and relevant offers and promotions according to the stage of your puppy's life.
- ✓ [More goodies than you can shake a stick at]

4. When will we send you the puppy / dog food referred to in section 3 above?

When we will send you the dog food referred to in section 3 above will depend on the breed size of your puppy. We have set this information out in the table below:

Size / Breed of Dog	Type of food	When food will be sent by Burns
All sized breeds	Burns puppy food	We will send you one 2kg bag of Burns puppy food just after you have successfully signed up to the Burns Puppy Club**
Toy and small breeds*	Burns adult dog food	We will send you 2 x 2kg bags (4kg in total) of Burns adult dog food around the time your dog turns 9 months old**
Standard size breeds*	Burns adult dog food	We will send you 2 x 2kg bags (4kg in total) of Burns adult dog food around the time your dog turns 9 months old**
Large and giant breeds	Burns adult dog food	We will send you 2 x 2kg bags (4kg in total) of Burns adult dog food around the time your dog turns 12 months old**
* If you have a toy / small breed dog or a standard size breed dog and sign up to Burns Puppy Club when your puppy is 9 months old, you will receive the puppy food initially and the adult dog food will follow around the time your puppy turns 10 months old.		
** Delivery of the dog food within a certain time period shall not be an essential part of these Terms and Conditions.		

5. How much does it cost to sign up to Burns Puppy Club?

- a) You will need to pay £9.99 (incl. VAT) to sign up to the Burns Puppy Club and receive the benefits set out above.
- b) In addition, you will also need to pay for the cost of delivering the third bag of dog food to you. Burns will meet the cost of delivering one bag of puppy food and one bag of adult dog food only. If you do not meet the cost of delivering the third bag of dog food to you, you will not receive it.
- c) As of December 2019, the standard rate of delivering a 2kg bag of adult dog food was and remains £3.50. This is subject to change.
- d) At the end of sign up you will make your payment for the whole membership in one online credit card payment.

6. Other important things that you need to know

- a) Offers and promotions (including vouchers and discounts) that are sent to you as part of the Burns Puppy Club are non-transferable – they are personal to you so they cannot be used by anyone else.
- b) Offers and promotions for products will be “one-off codes” that can only be redeemed once on the Burns website.
- c) Offers and promotions may only be available for a limited period (usually one month).
- d) Promotional items may vary depending on stock.
- e) Our products may vary slightly from their pictures on our website. The images of the products on our website are for illustrative purposes only. Although we have made every effort to display the colours accurately, we cannot guarantee that a device's display of the colours accurately reflects the colour of the products. Your product may vary slightly from those images.
- f) The packaging of products may vary from that shown in images on our website.
- g) Burns reserves the right to withdraw any offers and promotions at any time without prior notice.
- h) If you purchase goods from our online store (whether as part of a Burns Puppy Club promotion / offer or not), your purchase will be subject to our standard terms and conditions of sale.

7. Cancellation

You can cancel your membership of Burns Puppy Club at any time by emailing this request to marketing@burnspet.co.uk. However, if you do cancel your membership:

- i. subject to section 8 below, you will not receive a refund of any monies paid under section 5 above; and
- ii. you will not receive any dog food yet to be delivered to you under sections 3 and 4 above.

8. Personal Data & Privacy

- a) When you sign up to Burns Puppy Club you will provide us with personal data. You can find out about how we use your personal data by reading our general privacy notice which can be found at <https://burnspet.co.uk/privacy-notice/>. Please call us on 01554891910 or email us at marketing@burnspet.co.uk should you require a hard copy of our general privacy notice.
- b) Although your Burns Puppy Club membership will automatically come to an end when your puppy becomes 12 months old, for a period of 12 months following the end of your Burns Puppy Club membership we will continue to send you promotional emails that we think you may be interested in. You can opt out of receiving these emails at any time by contacting us at marketing@burnspet.co.uk or by following the instructions on the promotional email that you have received.
- c) We use cookies on our website. You can find out more about this by reading our cookie policy which can be found here: <https://burnspet.co.uk/app/uploads/2020/01/Burns-Cookie-policy.pdf>

9. Which law applies to these Terms and Conditions?

These Terms and Conditions are governed by English and Welsh law and you can bring legal proceedings in respect of them in the English or Welsh courts. If you live in Scotland, you can bring legal proceedings in respect of the products supplied under these Terms and Conditions in the Scottish or the English and Welsh courts