

# Terms and Conditions (T&Cs)

## Safe Pet Crates – Terms and Conditions

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### 1. Introduction

Welcome to Safe Pet Crates. By purchasing our products, you agree to the following terms and conditions, which are designed to ensure a clear understanding between us and our customers. If you have any questions or require clarification, please contact us directly at **[Your Contact Information]**.

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### 2. Warranty Terms

#### 2.1 Warranty Period

- All Safe Pet Crates come with a **5-year limited warranty** from the date of purchase.
- This warranty applies to the original purchaser only and is non-transferable. Proof of purchase must be provided for any warranty claims.

#### 2.2 Coverage

The warranty covers:

- Defects in materials, including aluminium panels, hinges, and handles.
- Manufacturing faults, including issues with assembly and structural integrity.

#### 2.3 Exclusions

The warranty does not cover:

- Normal wear and tear, including scratches, dents, and cosmetic changes due to regular use.
- Damage caused by misuse, neglect, improper installation, unauthorised modifications, or accidents.
- Damage resulting from exposure to extreme environmental conditions outside the product's intended use.
- Loss of keys or other accessories provided with the crate.

#### 2.4 Remedies

In the event of a valid warranty claim, Safe Pet Crates will:

- Repair the product, or
  - Replace the product with an equivalent model, or
  - Issue a partial or full refund, at our discretion.
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## 3. Returns and Refunds

### 3.1 Return Policy

- You may return unused products within **30 days of delivery** for a full refund, excluding shipping costs.
- The product must be in its original packaging and in resaleable condition.

### 3.2 Return Shipping

- Customers are responsible for return shipping costs unless the return is due to a defect covered under warranty.
- We recommend using a tracked shipping method to ensure safe delivery.

### 3.3 Non-Refundable Items

- Custom or personalised orders are non-refundable.
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## 4. Shipping and Delivery

### 4.1 Delivery Timeframes

- We aim to deliver all pre-orders within **[Your Stated Timeframe]**. Delivery times may vary based on location and demand.

### 4.2 Shipping Damage

- Please inspect your product upon delivery. Any damage during transit must be reported within **48 hours** of receipt.
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## 5. Liability

Safe Pet Crates is not liable for:

- Injury or damage caused by improper use or installation of the product.
- Losses incurred due to delays in delivery.

Our liability is limited to the purchase price of the product.

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## 6. Care Instructions

To ensure your Safe Pet Crate remains in optimal condition:

- Regularly clean the anodised aluminium surfaces with a mild detergent.
  - Avoid abrasive cleaning tools or chemicals.
  - Periodically check hinges, handles, and locks for proper function.
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## 7. Governing Law

These terms and conditions are governed by the laws of **England and Wales**. Any disputes arising from your purchase will be resolved exclusively in the courts of **England and Wales**.

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## 8. Contact Information

For warranty claims, returns, or general inquiries, please contact us at:

- **Email:** [Your Email Address]
  - **Phone:** [Your Phone Number]
  - **Address:** [Your Business Address]
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By purchasing from Safe Pet Crates, you acknowledge and agree to these terms and conditions. Thank you for trusting us to keep your pets safe and secure.