Terms and Conditions

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The consumer is responsible for determining the suitability of products for their individual needs and accepts all responsibility by purchasing and using them. We Handfree Safety Strap do not accept any liability or responsibility for your pet in any circumstance.

A lot of pets chew their collar or lead so please check for damage and normal wear and tear regularly - your pet's safety is your sole responsibility.

Due to the difference in monitors etc it is hard to represent colours exactly.

Payments

All card payments are securely processed through SagePay. If you have a PayPay account click on Yellow PayPal Check out button on the top right of the page. We never see your card details or pass on your details to third parties. Please also look at the page 'How to Pay & Shipping Costs'.

It is your responsibility to make sure that your delivery address and the address held by PayPal is correct.

Delivery

When possible, we will aim to despatch your order within 1-2 days. If this is not possible you will be notified by email.

For UK buyers your order is posted Royal Mail First Class or with a 1-2 day courier. If you haven't received it within 7 working days of receiving the despatch notification email please get in touch.

For overseas buyers your order is posted Airmail. If you haven't received it within 2 weeks of receiving the despatch notification email please get in touch. (For some countries outside of the EU delivery can take 3 weeks or longer).

Returns/Refunds

If, for whatever reason you wish to return your item please do so within 14 days of receiving it. The item must be unused and in the original packaging. Postage refunds will not be given.

If, in the unlikely event the item is damaged or faulty please contact us within 48 hours to arrange for a refund or replacement.

The buyer is responsible for return postage (this will be refunded if the item was faulty when you received it).

How to pay and shipping costs ….

Privacy Policy

Privacy policy

Your privacy is important to us so we will never share or sell your details to anyone.

Contact information