Please read these terms carefully and make a copy of them for your reference.

**About Us**

This website is owned and operated by  
Crystal Clear Pet Products Limited  
1 Moorland Heights, Biddulph, Staffordshire, ST8 6TN  
  
Company number 4841794. Registered in England.  
Registered office address: Vernon Road, Stoke-On-Trent, ST4 2QY  
VAT number: GB 886 8621 63  
  
If you need to contact us, please e-mail us at enquiries@crystalclearpet.com or call us on 01782 520376

**Making a contract with us**

When you place an order with us, you are making an offer to buy goods. We will send you an e-mail to confirm that we have received your order. Dispatch of the goods will constitute our acceptance of your order.

In the unlikely event that the goods are no longer available, or that we have made a pricing mistake, we will advise you of this. We will not dispatch the goods, we will refund any payment made, and there will be no contract between us.

**How to place an order**

1. Select the item(s) that you require from the online store, including quantities required. Add items to your basket by clicking the appropriate Add to Cart button.

2. Items that you have selected can be reviewed at any time via the View Cart link.

3. When you have completed your selections and chosen your shipping method click on the checkout button to complete your order. You will be asked to provide delivery and payment information via secure web pages. Please review your order carefully before submission to avoid problems.

4. If you make a mistake during ordering, please contact us as soon as possible.

**Delivery**

Standard Courier charge is presently £8.00 up to 30KG in mainland England & Wales and Southern & Eastern Scotland excluding Aberdeen. Higher charges apply to Scottish Highlands & Islands, Northern Island, IOM, Channel Islands, Scilly Isles and Isle of Wight. Please phone for details of costs for the above areas (07712 648739).  
Standard Royal Mail Parcel post rates apply, and vary according to quantity and location. All Royal Mail is sent by second class parcel post. If you require First Class delivery please phone for details of costs.

Actual delivery costs may be determined without any commitment to purchase via the shopping cart page.

Delivery usually takes place within 5 working days.

If the goods are lost or damaged in transit, please let us know promptly.

**Cancellation and returns**

You can cancel your contract at any time up to 7 working days after the day of delivery. To do this, please e-mail us or write to us. This does not apply to audio or video recordings or computer software if they are unsealed by the customer.

You do not have to give any reason for cancellation, but a brief explanation may help us to improve the service we offer to customers in the future.

If you cancel, we will ask you return the goods to us at your own expense. You should ensure that the goods are packaged adequately to protect against damage.

If you do not return the goods, we will collect them, and we will charge you the direct cost of collection. If you do not take reasonable care of the goods before they are returned to us, and this results in damage or deterioration, we will charge you for their reduction in value.

This cancellation policy does not affect your legal rights - for example, if goods are faulty or misdescribed.

**Faulty goods**

If there is a problem with the goods, please contact us. We will deal with the matter in accordance with your legal rights.

**Changes to these terms**

These terms were last changed on 22.12.21 (for delivery charges).

These terms apply to your order. We may change our terms and conditions at any time, so please do not assume that the same terms will apply to future orders.