



Fit Fur Life Terms and Conditions

Policy Effective June 1, 2013

About Us

Fit Fur Life Treadmills

We have been manufacturing treadmills for dogs since 2004. Designed in the UK, manufactured and assembled in Taiwan. Our treadmills are shipped all over the world. Fit Fur Life treadmills can be supplied through various distributors and agents as well as direct from us.

Fit Fur Life is continuously developing our range, we aim to meet everyone's requirements, and so if you have a good idea for any improvements we would be pleased to hear from you.

Our Contact details:

Fit Fur Life Ltd
19 South Leys
Fernhurst
Surrey, GU27 3LD
United Kingdom

Phone: +44 (0)1428 652088
Mobile: +44 (0)7511689952

Email: sales@fitfurlife.com
Website: www.fitfurlife.com
Facebook: Fit Fur Life Ltd
Instagram: fitfurlife.tld

VAT Registration Number: GB850 9884 83

Fit Fur Life Ltd is a company registered in England and Wales.
Company Registration number 05619044

Making a Purchase

Making a purchase could not be easier. Just browse our website and then pick up the phone +44 (0)1428 652088 or email to sales@fitfurlife.com or fill in the enquiry form on the website to receive advice from our top sales staff about which is the most suitable model for you and your animals requirements.

Once you have made your decision to purchase you can pay by the following methods:
Credit card; Bank transfer; Cheque; or Finance (UK residents only).
You may phone, post, fax or email your payment details to us at the above address.

We currently accept Visa, MasterCard, Delta, Switch, Maestro, Debit cards and American Express. All transactions are in charged pounds sterling (£). We do not recommend sending payment details via regular email.

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We have to have full payment from your credit card or by cleared cheque before any treadmill is dispatched for shipment.

By placing an order with us you will be deemed to have understood and agreed to these terms and conditions. If you do not agree or have any questions about any aspect of these, contact us before placing an order.

These terms and conditions and your use of our website are governed by English law and you agree to submit to the non-exclusive jurisdiction of the English court. This does not affect your statutory rights.

Confirmation of Your Order

A contract in the form of an invoice will become the start of your warranty period. In the event that a deposit has been given, note that all deposits are non-refundable. You can place an order in one of two ways, either by email or over the telephone.

Non-acceptance of an order may be a result of one of the following:

The product you ordered being out of stock

Our inability to obtain authorisation for your payment

The identification of a pricing or product description error

Acceptance of an order placed by you will take place when your order is dispatched, unless you have cancelled the order in accordance with the Order Cancellation instructions set out below.

All goods remain the property of Fit Fur Life Ltd until paid for in full. Our invoice or order of acknowledgement do not signify acceptance of your order. We will check availability, pricing and your payment prior to acceptance and dispatch. Once we know we are ready to ship your order, your credit card (if used) will be charged.

Returns

You may normally return your order for any reason within 7 days of delivery of the treadmill. To do so you must give us written notice (including email) within that 7 day period. If you do cancel the contract within this time any payments made by you will be refunded in full within 30 days, excluding deposits, delivery and return charges. Cancelled items must be returned to us in the manner set out in our Returns Policy and must be received by us complete, in perfect condition, unused, and in their original packaging. Delivery and collection charges will not be refunded.

Shipping and Handling

Please phone the office for an estimated delivery time. We will ship your order right away if we have stock.

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Registered Office: 19 South Leys, Fernhurst, Surrey, GU27 3LD

Registered in England No. 5619044

VAT No. 850 9884 83



Purchases for delivery in the UK or mainland Europe will normally be delivered to you within 7 days of placing your order. For other destinations, times may vary. When your order is sent for despatch the freight company or us will advise by telephone or email. Delivery will usually be made by a courier service.

UK Delivery

All goods are carefully packed and shipped as soon as they are available to fulfil your order. The Delivery charge is dependant from where you are based. This is normally a two man delivery service, who will deliver your treadmill to a ground floor location of your choice in the UK only. Sometimes it is not possible to use a two man delivery service and in these instants you must have another person to help unload. It is essential that you inspect for damages before you sign for delivery. If there are damages, or if you are not able to check inside the packaging sign it not checked. Delivery will usually be made within 7 days of despatch.

Overseas Delivery

Overseas, BFPO and non-mainland UK(Channel Islands, Guernsey, Northern Ireland, Isle of Man, Northern areas of Scotland and Orkney Isles, Outer Hebrides and the Shetland Isles) shipping is charged at cost and may vary from the UK delivery charges. We will confirm the costs when we send you notification of acceptance of your order. Delivery times may vary please allow 7 – 21 days.

These items are heavy and we cannot guarantee that it will be a two man delivery service outside of UK. Please make sure you have sufficient help when unloading your treadmill.

For all our deliveries a signature will be required. Do not sign until you have inspected your goods. We will not be deemed responsible for any signatures given before inspection for damages has taken place. If you are not able to inspect the goods, then sign not checked.

Delivery Schedule

Please note that all the products and services, including those "on offer", are subject to availability and may be withdrawn at any time, including after you have placed your order.

If your item is not in stock, we will back order it for you. In case of long delays of unavailability, you will always be notified.

We always endeavour to ensure the accuracy of the information provided but, inevitably, there is the possibility of us being "Out of Stock".

Disclaimer

To the fullest extent permitted by the law and except in respect of death or personal injury caused by negligence on the part of Fit Fur Life Ltd, its directors or employees, Fit Fur Life Ltd. Shall not be liable to you by reason of any representation (unless fraudulent), or any implied warranty, condition or other term, or any duty at common law, or under the express terms of the contract, for any indirect, special or consequential loss or damage (whether for loss of profit or otherwise), costs, expenses or other claims for compensation whatsoever (whether caused by negligence on the part of Fit Fur Life Ltd, its directors, employees, or agents or otherwise) which arise out of or in connection with the use of our website.

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We will not be liable to you or be deemed to be in breach of the contract by reason of any delay in performing, or any failure to perform, any of our obligations in relation to the products ordered by you, if the delay or failure was due to any cause beyond our reasonable control. This does not affect your statutory rights.

Tax Charges

All prices quoted for UK customers are in pounds sterling. All prices quoted for all other (European) countries will be in Euro's. For the USA in Dollars and Australia in Australian dollars.

UK Tax (VAT) is not included in the item price. Where VAT applies it will be added to your order for orders delivered within UK and the European Union. You are exempt from VAT charges if you have a valid VAT number and live outside of the UK.

For all orders placed for delivery outside the United Kingdom and EU, any customs or import duties levied once the treadmill reaches your destination country are your responsibility to settle. We have no control over these charges and cannot predict what they will be.

Copyright

The contents of these pages (including pictures, designs, logos, photographs, text written and other materials) are the copyright trademark or registered trademark of Fit Fur Life Ltd or its suppliers. ALL RIGHTS RESERVED. The copying modification distribution reproduction or incorporation into any other work or part or all of the material available on our website, brochures and leaflets is not allowed. You may however:

1. Copy, print or download extracts of the material on our website for the purpose of placing an order with Fit Fur Life Ltd.
2. Copy, print or download the material on this site for the purpose of sending to individual third parties for their personal information.

Guarantee

If you are not totally satisfied with your purchase return it to the address below within 7 days of the date of dispatch, with your receipt, with its original packaging for a full refund of the purchase price of the product minus a restocking fee of 20% and minus the delivery and collection charges. We recommend that you obtain proof of posting since we cannot be responsible for packages lost in transit. Please see our Returns Policy.

Coverage of Warranty

1. This warranty (see Exclusions) confers upon your specific rights and remedies against Fit Fur Life Ltd. Please read this document carefully, by making a claim under this Limited Warranty, you will be deemed to have understood and accepted its terms. This Limited Warranty does not operate to limit such rights.
2. Fit Fur Life provides a 24 months warranty on the models including electronic parts. Please note that software, delivery and collection charges and **LABOUR/ENGINEER COSTS** are not covered under the warranty.
3. Fit Fur Life Ltd warrants any Fit Fur Life product, including genuine parts and components which have been installed in your Fit Fur Life product at the time of purchase, first sold to an end-user to be free

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from defects in materials and/or workmanship under conditions of normal use for the duration of the warranty period specified.

4. Any software supplied with your product, including the operating system, is provided "As is". Fit Fur Life does not warrant that the operation of any software supplied with your product will be uninterrupted or error-free, or that such software will meet your requirements.
5. If you make a claim under this Warranty, Fit Fur Life will, at its option, repair or replace any defective product or any parts thereof covered by this Warranty by using new or factory-refurbished parts of products. In the event that Fit Fur Life opts to use factory-refurbished parts or products, they will have performance characteristics equal to those of new products. All exchanged parts and products replaced under this Warranty will become the property of Fit Fur Life. All exchanged parts and products must be returned to Fit Fur Life Ltd in the UK. Fit Fur Life reserves the right to charge for the parts and products if they are not returned.
6. If the product damage is slight and can be fixed by a replacement part(s), Fit Fur Life will send a replacement part(s).
7. Fit Fur Life will determine if the damage is extensive enough to warrant a return and if a replacement is to be shipped to the customer. All shipping and product tracking information must be provided to Fit Fur Life. **Products must be repacked as it was when it was delivered to the customer.** It must arrive at Fit Fur Life undamaged or the customer will be billed the full amount for the damaged product. IT IS STRONGLY ENCOURAGED that pictures are taken of the product prior to and after packing to document its condition prior to shipping. These pictures should be sent along with tracking information to fit Fur Life.
8. Normal wear and tear along with damage due to misuse or an animal's chewing, scratching or fouling the product is not covered by the warranty.
9. The Warranty period commences on the date of purchase. Your original purchase invoice, showing the date of purchase of your product, is your proof of the date of purchase.

Exclusions and Limitations

1. If no warranty form is provided then no warranty will be honoured.
2. Any product that has been damaged or rendered defective as a result of misuse by keeping the treadmill in damp, dirty and/or humid conditions, or there is **EVIDENCE THAT THERE IS FAECES OR URINE on the treadmill.**
3. Any product that is kept outside in conditions below minus 10 degrees or above 40 degrees.
4. Any product that is not lubricated and kept free of hair or faeces.
5. Use of the product other than for its normal intended use for animals.
6. Failure to use the product in accordance with the Owners Manual maintenance instructions section.
7. Modification of the product including use of parts not manufactured and or sold by Fit Fur Life Ltd.
8. Service or repair by anyone other than Fit Fur Life or a Fit Fur Life Authorized Service Provider.
9. Improper transportation or packing when returning the product to Fit Fur Life or a Fit Fur Life Authorized Service Provider. All shipping and product tracking information must be provided to Fit Fur Life. Products must be repacked as it was when it was delivered to the customer. It must arrive at Fit Fur Life undamaged or the customer will be billed the full amount for the damaged product. IT IS

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10. Loss of any or damage to, programmes, data, or removable storage media. You are responsible for saving (backing up) any programs or data.
11. Minor defects of LCD screens; Please note that Fit Fur Life Ltd may opt to replace the product for warranty services with a remanufactured product of equal quality, and, thus, any data stored by you on your original product may become permanently inaccessible to you.

Fit Fur Life recommends that treadmills are serviced by a recognised engineer every 6 months under high usage and yearly for regular usage. Please contact Fit Fur Life to arrange for a service to be done.

Fit Fur Life
Engineer and Technical Support
Email: sales@fitfurlife.com
Direct Line: +44 (0) 1428 652088
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