

COSY CHIC PET BOUTIQUE

Pickford House, Pickford Green Lane, Coventry CV5 9AP

TERMS AND CONDITIONS OF SALE AND SUPPLY OF GOODS

Cosy Chic Pet Boutique of Pickford House, Pickford Green Lane, Coventry CV5 9AP is a sole trader involved in the design, manufacture and supply bespoke animal pet beds and ancillary products for pets to the private individual. The terms and conditions of this contract do not affect your statutory rights under the Consumer Rights Act 2015 but it is important that you read and understand our terms and conditions and let us know in writing or by email or telephone if you are unclear as to any aspect of these conditions of sale and supply.

Cosy Chic Pet Boutique's pet beds are manufactured from carefully selected natural materials wherever possible and made to measure to the customer's specific requirements which must be agreed at the time of placing any order.

Cosy Chic Pet Boutique at the time of accepting any order for a pet bed will agree the colour of all hand painted pet beds and if appropriate any personalised name plates, motif or ornamental features such as bed legs, handles etc.

Cosy Chic Pet Boutique can supply to order various designs of cushions, the colour, material, number and size of which will be agreed with the customer prior to acceptance of an order and the commencement of manufacture.

Cosy Chic Pet Boutique wherever possible will use pet friendly and non-toxic paints and materials in the production of their pet beds.

Cosy Chic Pet Boutique will take a 50% deposit upon the placing of an order with the remaining 50% balance and any P&P costs to be paid upon completion or 2 weeks prior to delivery for beds with wooden names.

Cosy Chic Pet Boutique regret that they are unable to accept any cancellations or to refund any monies to customers once an order has been placed as each pet bed is uniquely designed for each customer and their pet.

Cosy Chic Pet Boutique ask that you notify us as soon as possible and in any event within 5 working days of any complaint that you may have with regard to the quality, manufacture, supply or delivery of any item from Cosy Chic and we will work with you to try and achieve an appropriate solution.

Cosy Chic Pet Boutique will always use all reasonable endeavours to meet delivery dates and to ensure that all products are supplied as agreed with the customer but we use natural materials and slight changes in colour or consistency of products and materials sometimes occur and we ask you to bear with us on this matter. Likewise we are unable to accept responsibility for any Force Majeure which is beyond our control including the delivery of any goods by a third party carrier.

Cosy Chic Pet Boutique ask that you notify us immediately of any issues pertaining to goods supplied so that we may resolve the issue without delay.

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