



The Balanced Dog Company E-Commerce Shop Terms & Conditions

Welcome to The Balanced Dog Company! We're thrilled to have you here. Our mission is to provide top-notch products and services for your furry friends, ensuring their mental, physical, and emotional well-being. By shopping with us, you're supporting a community dedicated to the holistic care of dogs. Please take a moment to read through our Terms & Conditions to understand the rules and guidelines for using our e-commerce shop.

1. General Information

These Terms & Conditions ("Terms") apply to all purchases made through The Balanced Dog Company Ltd e-commerce shop. By placing an order, you agree to be bound by these Terms. We may update these Terms from time to time, so please check back regularly.

2. Ordering and Payment

2.1. Ordering

- Browse our range of premium products for your dog and add your selections to the cart.
- Review your cart to ensure you have everything you need.
- Complete the checkout process by providing accurate shipping and payment information.

2.2. Payment

- We accept major credit/debit cards, PayPal, and other secure payment methods.
- All prices are listed in [Your Currency], inclusive of applicable taxes.
- Payment must be received in full before your order is processed.

3. Shipping and Delivery

3.1. Shipping

- We offer various shipping options to suit your needs. Shipping costs and delivery times vary based on your location and selected shipping method.
- Free standard shipping on orders over £50.00, inside the UK.

3.2. Delivery

- We aim to process and dispatch orders within 1-3 business days.
- Delivery times are estimated and may vary due to factors beyond our control (e.g., weather, carrier delays).

4. Returns and Exchanges

4.1. Returns

- If you're not completely satisfied with your purchase, you may return it within 30 days of receipt for a full purchase refund.
- Items must be unused, in their original packaging, and accompanied by a receipt or proof of purchase.
- Return shipping costs are the responsibility of the customer, unless the return is due to a defect or error on our part.



4.2. Exchanges

- Need a different size or colour? Contact us to arrange an exchange.
- Exchanges are subject to product availability.

5. Product Availability and Descriptions

- We strive to ensure that our product descriptions and images are accurate. However, we cannot guarantee that colour's and details will be exactly as seen on your screen.
- Product availability is subject to change without notice. We will notify you promptly if an item you ordered is out of stock.

6. Privacy and Security

- Your privacy is important to us. We handle your personal information with care and in accordance with our Privacy Policy.
- We use industry-standard security measures to protect your data during the payment and ordering process.

7. Limitation of Liability

- The Balanced Dog Company is not liable for any indirect, incidental, or consequential damages arising from the use of our products or services.
- Our total liability for any claim arising from your purchase is limited to the amount you paid for the product.

8. Governing Law

- These Terms & Conditions are governed by the laws of the United Kingdom.
- Any disputes arising from these Terms will be resolved in the courts of the United Kingdom.

9. Contact Us

Got questions or need assistance? Our friendly team is here to help! Reach out to us at:

- Email: thetuckshop@bdcscotland.com
- Phone: 01324 333539
- Address: 2 Ash Grove, Westquarter. Falkirk. FK2 9SG.

Thank you for choosing The Balanced Dog Company. We're committed to providing you and your dog with the best products and services. Happy shopping!

The Balanced Dog Company Ltd.
Championing a natural approach to dog care