



## Terms and Conditions

Please read these Terms & Conditions of Sale carefully before placing your order and retain a copy of these Terms & Conditions and your order for future reference.

### Terms and Conditions

Company registered office address: Premier Animal Housing Ltd, Avalon Kennels, Icknield Way, Crowmarsh Hill, Wallingford, OX10 6PP

Company registration number: 8022158

Registered in England and Wales

If you need to contact us, please e-mail us [info@premieranimalhousing.co.uk](mailto:info@premieranimalhousing.co.uk)

VAT number: 989430469

These Terms & Conditions govern all contracts entered into by the company for the supply of sale of goods or services. Any order given to the company shall be deemed to constitute an Agreement to be bound by these Terms & Conditions. No variations of these Terms & Conditions shall be of any effect unless agreed by the company in writing

### Description of Goods

The company brochure and any elevated drawings serve as a guide only and do not form any contract. The company reserves the right to alter specifications without prior notice. All sizes of our kennels are in metric and are approximate only. Plastic is a man-made product and is susceptible to expansion and contraction in certain conditions and we cannot be held responsible for movement of panels after erection.

### Prices

All goods are subject to VAT at the current rate. Once your deposit is received the price will remain fixed for a period of three months

### Payment

All goods remain the property of the company until paid for in full. A 50% deposit is required with all orders before manufacturing can start. The balance is 48 hours prior to installation that is agreed between PAH and the customer at point of manufacture. **If the customer changes the installation date, payment still will be due 48 hours prior to the original installation date.** The company reserves the right to dismantle and remove any buildings not paid for in full.

August 2017

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## Cancellation and returns

On signed receipt of our offer to build a kennel or cattery we will immediately purchase materials and plan the manufacture of your kennels system to achieve the due date.

Any cancellation for whatever reason outside our control after the signature of the contract will require 100% payment.

In regards to Galvanised panels and dog enclosures once they have been signed for they are your property and your rights as a consumer are maintained.

## Delivery

All delivery times are approximate. If any changes do occur you will be contacted immediately and informed with a new delivery date. The cost of delivery is dependent on your location.

## Bases and Installation

If you require us to erect your kennels it is your responsibility to ensure the base is flat and level. The base **must** to be on a concrete slab or paving slabs that are set on a firm footing.

The responsibility of providing a concrete base with a tolerance of +/- 3mm deviation over 4m lies with the purchaser. The company will not be held responsible for any defects caused by an unsatisfactory base. Whilst the panels have a flexibility to accommodate deviations in concrete any costs associated with having to fix make ups/strips due to concrete outside this tolerance will be borne by the purchaser.

New guidelines for the base is as follows from the **'Model Licence Conditions and Guidance for Dog Boarding Establishments 2016'**

### Annex E

**'All areas of new animal units must be built on a concrete base with insulation and a damp proof membrane. Floors should ensure no pooling of liquids can occur so that cleaning and drying are easily facilitated. A minimum gradient of 1:80 is recommended.'**

If the base is not as required when installation is due, the company will not install the kennels/catteries. If the base is not correct (MUST BE LEVEL AND AT LEAST 30CM LARGER THAN THE FOOTPRINT OF THE KENNEL/CATTERY AND RUN) **we will not install and you will be charged for an SECOND installation date.** It is the customer's responsibility to ensure suitable access is available. The company will not deliver buildings through domestic buildings or over fences.

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## **Warranty**

All kennels and catteries manufactured by us are guaranteed for a period of 12 months from the date of supply against manufacturing defects. This warranty does not affect your statutory rights.

All Thermo Kennels and Panels carry a ten year fit for purpose warranty.

The galvanizing or coating of the panels is warranted for 5 years as long as a normal cleaning and maintenance regime has been carried out. This warranty does not affect your statutory rights as a consumer.

This warranty does not apply to any defect in the goods arising from fair wear and tear, high wind damage, failure to maintain the condition, wilful damage, misuse, accident, negligence by you or any third party, use otherwise than as recommended by us or the manufacturer, failure to follow our or manufacturers installation or other instructions, any alteration or repair carried out without our approval.

If the goods supplied to you develop a defect while under warranty, or you have any other complaint about the goods, you should notify us in writing at the address or email address on the order confirmation.

No warranty claim can be accepted unless we are afforded the opportunity to inspect the product or photographic proof is provided.

In the event that you would be entitled to damages against us for any breach of the Warranty we shall not be liable to pay damages and shall either repair or replace the goods at our own expense. This clause does not affect your statutory rights as a consumer.

If a complaint proves to be baseless then you will be liable to pay us for our costs and expenses in investigating the complaint.

This warranty does not apply to any damage arising from fair wear and tear or failure to maintain them in good condition, wilful damage, misuse, accident or negligence by you or any third party or damage caused by adverse weather conditions. Sometimes in severe conditions some condensation may occur on the surface, this is because the material is non-absorbent.

## **Privacy Policy and Disclaimer**

Our Promise to you.

We respect your privacy. Accordingly we do not sell, rent or loan any identifiable information regarding our customers to any third party without your consent. Any

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information that you give to us is held with the utmost care and security. It will not be used in ways to which you have not consented.

We will not collect any information about individuals, except where it is specifically and knowingly provided by you. Examples of such information are:

Name, Address, Telephone number and E mail address

### **'Cookies'**

Cookies are currently used on our website. [www.premieranimalhousing.co.uk](http://www.premieranimalhousing.co.uk)

### **Your Rights**

In addition to our safeguards your personal data is protected in the UK by the Data Protection Act. This provides amongst other things that the data we hold about you should be processed lawfully and fairly. It should be accurate, relevant and not excessive

The information should be kept up to date, where necessary and not retained for longer than is necessary. It should be kept securely to prevent unauthorised access by other people. You have the right to see what is held about you and correct any inaccuracies.

### **Policy Change**

Any changes to this policy will be posted here

### **Security**

We treat all the data held with the utmost care and security. Any details you give will remain completely confidential.

If you have any concerns or questions regarding our privacy policy please don't hesitate to contact us

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