

Terms of services contract

Overview

The following media platforms are operated by Wild Waggers. Throughout these platforms, the terms “we”, “us” and “our” refer to Wild Waggers. By purchasing any products from us, Wild Waggers, you agree to the following terms, conditions, policies, and notices stated below.

Please read these terms of services carefully before buying, if you do not agree to all the terms and conditions of this agreement, then you may not access any services/products. If these terms of service are considered an offer, acceptance is expressly limited to these terms of service.

You certify that you are 18 years of age or older when purchasing items, we’re not responsible for minors making purchases without their parent/guardian’s consent. We do not screen for age unless we suspect the client to be underage or possibly not sound of mind and will require a legal guardian to finalise order.

- You have measured your pet and read the size chart regarding any products needed.
- Wild Waggers is not responsible for any sizing issues. If you need a hand, feel free to contact us and we can assist in recommending a size for your pet.
- Ensure you inspect each item before use and do not leave pets unattended wearing any products. It is up to the owner’s discretion on whether the product is suitable for their pet. We do not take responsibility for any injury or loss caused by the use or misuse of our products.

If you are purchasing gear for your assistance/service animal, you are confirming your working animal is legitimate and legal in your Country and/or State and are not using our gear to break the law by fabricating or faking an assistance/service animal. We reserve the right to turn down a sale or cancel if we feel that the legality or the safety of the animal is in question.

1. **General Terms**

- Please write in a clear and polite manner when messaging.
- Provide clear references when required.
- Any ill behavior will not be tolerated, and your order will be cancelled if it occurs.
- We have the right to decline or cancel the order at any time for any reason.
- If a client requests an order that has a deadline of 2 weeks or less, rush fees may apply.
- If you are purchasing any ‘Assistance/ Service animal gear’ we require proof of disability; that can either be, doctor/ psychiatric letter, ID by organisation or training logs.
- We are not responsible for the incorrect use of our gear made by the customer. The harnesses we provide are built for light mobility; please use our harnesses responsibly, dogs that work for mobility must be cleared by veterinarian.

2. **Payment Terms**

- Payments can either be paid in full upfront, or 50% deposit, and the remaining payment be made once the order is finished.
- Payments can only be made via bank transfer.
- Payments cannot be made in the form of cash or check.

Payment Plans

- Payment plans can be made by weekly payments
- The product will not be sent until full payment is received.
- Payments must be made on the day discussed, unless valid reason is given for reschedule of payment.
- If payments cannot be made consecutively, your order will be canceled.

3. **Process Terms**

- Client must provide a clear idea of the product they would like.
- The clients must provide clear references (images) if required
- Product will be started once either full payment has been received or 50% payment has been received.
- Client will be given a copy of digital proof which must be approved by client all information is correct.

4. **Cancellation/Refund Terms**

- I have the right to cancel and refund the money for your order at any time
- Client is given 3 days to cancel their order with a full refund. Any time after the 3 days, if process has started, I cannot guarantee client will get full refund.
- If payment has not yet been made, client has the right to cancel the order
- If products measurements, color, text, design is wrong by our fault, client will have the option for refund or exchange. (Refunds DO NOT include shipping, only full product price paid)
- NO refunds will be given for custom orders once the order has been completed.
- NO refund or exchange will be given If you have received the order and are unhappy with the outcome.
- NO refund or exchange will be given if the product size is wrong by your fault.
- If refund or exchange is necessary, the product will be sent back to seller (prepaid return label by seller)
- Customer MUST send product back within 7 business of receiving, failure to do so will lead to immediate cancellation of exchange or refund.

5. **Wait Time Terms**

- Wild Waggies do not offer specific wait times as this can vary depending on time of year, product amount ordered, or personal reasons. We of course try to limit the waiting times to no more than 4 weeks

- Order timeline may be affected by holidays
- unexpected health issues as we are disabled ourselves
- possible weather issues preventing us from reaching or receiving our stock.

6. **Product Warranties and Stipulations**

- We handcraft every single item we sell in our shop
- Products could have minor flaws such as a stitch that may not be straight, or a thread may still be attached that may need to be snipped off, there may be a few CM more fabric than measurements state.
- We do not discount, refund, or exchange products for these flaws as they do not affect the functionality of the item.
- We only fix/replace items that are faulty due to possible handcrafted flaws. We strive for perfection on every item we create and make sure nothing has been missed.
- Any form of modifications made to your items that have not been made by Wild Waggars will void any & all warranties.
- Wild Waggars will not be liable for faulty construction or injury due to any items modified by anyone other than Wild Waggars

7. **Refunds and Returns Terms**

- We accept returns due to damage upon arrival
- We accept returns due to size issues If it is OUR error and will happily remake your order
- We do not give refunds or exchange to clients due to not liking the outcome of the product, or change of mind, these are not our faults/errors.
- If the item fits and only has a few inches of growth left, that still technically means the item fits your dog. The only time a replacement will be provided is if you state ahead of time (during your order process) you have growing to do.
- Refund will not be granted for situations such as:
 - My dog washed unexpectedly
 - Unexpected vet or medical bills
 - No longer have the dog
 - Gear may no longer meet your needs
 - I initially agreed to wait times but, can no longer wait because I need it sooner

Any statement/s can be bound to change if discussed by us, Wild Waggars prior to the order.

You have read and understand these terms and conditions written by Mia (Owner of Wild Waggers). You accept the terms and conditions by submitting payment of your order.