

Fur Friends DFW

Privacy Policy and Terms of Service



Privacy Policy

This privacy policy sets out how **FUR FRIENDS DFW** uses and protects any information that you give **FUR FRIENDS DFW** when you use this website. **FUR FRIENDS DFW** is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. **FUR FRIENDS DFW** may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

What we collect

We may collect the following information:

- Name
- Contact information including email address
- Demographic information such as postcode, preferences
- Pet Information
- Other information relevant to customer surveys and/or offers

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customize the website according to your interests.

Security

We are committed to ensuring that your information is secure. To prevent unauthorized access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyze web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyze data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any

information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at Admin@FurFriendsDFW.com.

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to: Admin@FurFriendsDFW.com.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

Shipping, Returns & Guarantee (example)

Fur Friends DFW charges no more than actual shipping charges. U.S. orders usually arrive within about 2- 3 days with express shipping and 3-5 days with ground shipping.

Standard Return Policy

You may return your purchase that is in new condition within 30 days of receipt for 100% money back guarantee, excluding shipping and handling costs. If a product arrives damaged, or we made an error, and it cannot be remedied with replacements, we will pay to return the item to us and send a replacement to you. If you decide you do not want a replacement, the item can be returned for money back. Please keep in mind, if you decide to return our product for your money back, you are required to pay for all shipping costs.

All returned products must be in original condition and packaging or additional charges may be applied. If you have any questions about whether a product can be returned, please call us at 817-308-2510. Our goal is to make buying easy, safe and efficient with a 100% satisfaction guarantee.

To Return a Product

You may return your purchase within 30 days of receipt for 100% money back guarantee, excluding shipping and handling.

Please complete the following:

- Please email service at Admin@FurFriendsDFW.com and include your original order number, what product(s) you are returning, and your name. Or call us at 817-308-2510.

- Wrap the package carefully. All return products must be in original condition and packaging; otherwise, additional charges may be applied. Return the product using your preferred shipping method to our address.
- Save your return tracking number, and if possible, e-mail it to us so we can track the return. It is important that you save the tracking number and that you insure the return package in case there are any issues during transit.
- Please note: unless the return or exchange is due to an error on our part, we cannot refund shipping and handling or gift-wrap charges. We will issue a full refund for the original purchase.

**Fur Friends DFW
1320 Brown Trail
Bedford TX 76022**

Terms and Conditions

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