

Pedigree Wholesale Ltd. AquaBox Service – Terms and Conditions

These are in addition to Pedigree Wholesale Ltd.'s standard Terms and Conditions of Sale, as stated on www.petproducts.co.uk, the following apply to our 'Aquabox' delivery service

1. Schedule

- 1.1 Orders placed on a Friday will be delivered the following Tuesday, or Wednesday if it crosses a Bank Holiday weekend.
- 1.2 Orders placed after 11am will be delivered two working days later, or three if it crosses a Bank Holiday weekend.
- 1.3 Orders placed on Saturday and Sunday will be delivered the following Tuesday, or Wednesday if a Bank Holiday weekend.
- 1.4 Orders placed on a Bank Holiday will not be processed until the next working day
- 1.5 We will make every effort to despatch and deliver next day, however if circumstances beyond our control delay either, we will make every effort to contact you.

2. Ordering

- 2.1 Orders can only be placed online via www.petproducts.co.uk and not via telephone or email.
- 2.2 Any orders placed via other methods will be moved to your standard pallet delivery day where your regular Minimum Order Value will then apply.
- 2.3 Orders can only be made using your specific Aquabox account code, with the suffix "-A" and not via your normal Pedigree Wholesale pallet account code.
- 2.4 Only products visible on your Aquabox account page are available for delivery using this service.
- 2.5 Only Aquatic products are available via the Aquabox service, not pet products.
- 2.6 Frozen, aggregate, palletised and fragile items are not available via the Aquabox service.
- 2.7 Only one Aquabox order per customer, per day, can be processed.
- 2.8 The £100 Minimum Order Value excludes VAT.
- 2.9 Should the size of your order exceed the ability for Pedigree to contain it within a standard delivery box, additional charges may apply which we would notify you of in advance.

3. Delivery

- 3.1 Delivery will only be made to your registered business address we have on file for you. If you wish to change the delivery address, you must notify customer services prior to the order being placed.
- 3.2 If a successful delivery is prevented and deemed to be due to the fault of the store placing the order, a restocking fee of 10% of the goods ordered may be charged.
- 3.3 A signature is required on delivery. A photograph of the delivery on your premises may be taken as an alternative due to social distancing.
- 3.4 Service provided via UK Mail / DHL.
- 3.5 UK Mail / DHL reserve the right not to deliver to addresses it cannot reach.
- 3.6 Any shortages or damages must be notified to Pedigree Wholesale in accordance with our standard Terms and Conditions, within 48 hours of delivery.
- 3.7 We will endeavour to provide you with tracking information provided we are in receipt of it from the carrier.
- 3.8 The courier is outside the control of Pedigree Wholesale Ltd, and we can only notify you of delays if the courier communicates any delays to us.
- 3.9 The courier may have their own restrictions on entering premises due to social distancing and will advise you of this accordingly during the delivery.

4. Payment

4.1 The goods delivered via the Aquabox Service are charged at your current payment terms in force at the time of your delivery.

4.2 If you are required to pay pro-forma, you should allow an extra working day to process your payment before despatch.

5. Returns

5.1 Any goods delivered on Aquabox and requested for subsequent return will be collected with your next scheduled Pedigree Wholesale pallet delivery and cannot be returned via UK Mail / DHL.

5.2 Returns can be made separately by the customer at their cost, using their own courier.

6. Terms & Pricing

6.1 All products delivered using the Aquabox service are charged at Aquatics Price Band D in force at the time of delivery, and not your pallet delivery price band. You will see this price when placing your order online.

6.2 Promotional or special offer brochure or clearance deals are not available through Aquabox.

6.3 Deliveries made via Aquabox will not affect any price banding reviews applied to your main pallet account.

7. Sign-up

7.1 To sign-up and register for an Aquabox account, please email aquabox@petproducts.co.uk

These terms and conditions are subject to being updated regularly. Please see www.petproducts.co.uk for the latest updates.

E&OE.