

### **Pet Parlour Delivery Information:**

The Pet Parlour delivers throughout the Island of Ireland including Northern Ireland. For deliveries outside of the Island of Ireland, please get in touch with us directly via email.

Delivery is FREE on all orders over €49. This €49 does not include the refundable €5 Woolcool deposit (see below)

There is an €8 delivery charge on all orders under €49

### **Delivery Partners:**

For deliveries outside of Dublin, we use DPD. For Dublin deliveries, we use our own drivers wherever possible but we may dispatch Dublin deliveries through DPD if necessary.

### **Delivery Schedule:**

Our goal is to deliver all orders placed before 12 noon Monday - Thursday on the following day with a delivery period of no longer than 48hrs. All orders, of both frozen and ambient goods, for delivery outside of the local Dublin area, placed after 12 noon on Thursday or over the weekend, will be dispatched the following Monday (Tuesday on Bank Holiday Weekends).

We aim to deliver our Dublin orders (only) placed after 12 noon on Thursday, the following day, being Friday. We occasionally deliver local Dublin orders on Saturday but CANNOT guarantee this Saturday delivery service. To avoid disappointment, please get your order to us as early in the week as possible.

If you would like to receive your order on a particular day (subject to the delivery conditions mentioned above) please state this at the time of placing your order. Instruction can be added in the note section of your order page on site OR you can send us an email with your name and order number, specifying what date you would like to receive your order. If we cannot fulfil your requested delivery instructions, we will get in touch with you to discuss alternative options.

All frozen goods orders placed by the customer and subsequently sent by The Pet Parlour in a manner outlined above, that cannot be received by the customer, are the sole responsibility of the customer. The Pet Parlour will attempt to do everything in its power to assist the customer with a solution in this case but will not be liable for the costs associated with the replacement of spoiled frozen goods or their transportation, when no special instructions relating to a delivery schedule have been furnished by the customer.

DPD should send you a delivery window notification text on the day of delivery. This will usually give you an estimated delivery time to the

nearest hour.

If you have not received your order within a 48 hour period, please phone us directly on 01- 4924566 or email us at [info@patparlour.ie](mailto:info@patparlour.ie) with your name, address, phone number and order number.

The Pet Parlour drivers do not send delivery window notification texts but will endeavour to notify you of an estimated delivery time, only if requested.

If the recipient is not home at the time of delivery, The Pet Parlour driver will attempt to deliver next door or leave in a safe and dry place within the confines of the delivery address property. Failing this, the driver may return the package to The Pet Parlour depot, where another delivery attempt will be organised. The customer may incur an additional delivery charge in this situation.

All Frozen goods orders will incur a refundable Woolcool deposit charge of €5 per 24kgs of frozen goods and an additional €5 for every 24kgs of frozen goods thereafter. To redeem your Woolcool deposit, please see our Woolcool Returns [information sheet attached here](#).

The Pet Parlours own delivery drivers (not DPD) can collect any Woolcool inserts you wish to return to The Pet Parlour, at the time of delivery, provided they are ready at this time. The Pet Parlour delivery drivers cannot wait for the customer to ready Woolcools inserts so please have them on hand for when the driver calls. This helps us get as many deliveries done as quickly as possible.

Alternatively, customers serviced by DPD, who have accumulated AT LEAST 3 sets of Woolcool Inserts should place the Inserts into a cardboard box (any box will do) seal it up and once ready, email us with the details outlined in the Woolcool [Collection information sheet attached here](#).

Once the Woolcool inserts are returned to us, we will issue a refund directly to the account that your last order was purchased and paid from

If you place an order with an incorrect shipping address, please notify us immediately by phone or email.

Orders sent with incorrect shipping details, provided by the customer, without notification, will be the sole responsibility of the customer. Additional delivery or collection charges may be applied in this case.

### **Returns:**

If you are not satisfied with your order and wish to return it to us, please send us an email with your name, phone number and order number, specifying why you wish to return the item(s) and where and when they may be collected from. We will be in touch to organise a collection and once we receive the goods, we will refund you for them, provided

the items are in the same condition as when sent, less the cost of the collection.

The Pet Parlour will cover the cost of the collection if the goods are deemed defective at the time of dispatch or through no fault of the customer.

All items must be returned within 21 days of purchase.

Thank You,

The Pet Parlour