



## Terms & Conditions

### Prices

Prices stated on the website are inclusive of VAT and prices are subject to change at the discretion of Equiniche Sciences Ltd. Customers who are VAT registered may be invoiced ex VAT. Shipping costs are extra dependent on the delivery address. Equiniche Sciences Ltd. reserves the right to offer Special Offers as and when they wish.

### Post and packaging charges and delivery

We aim to dispatch items within 7 working days of an order being placed. However, please allow up to 28 days for delivery. Equiniche Sciences Ltd will endeavour to keep you informed of your orders progress from purchase to dispatch.

### Payment

We are committed to protecting your privacy and to ensure your online transaction is secure. Payment is done via our PayPal account via direct bank transfer or via direct bank transfer. If your payment is not authorised, we will cancel your order (and notify you that we have done so). The goods remain our property until you have paid for them.

### The Harmony Trickle Feeder

The Harmony Trickle Feeder is supplied with a web strap for securing in the stable or outdoors. Fittings for a wall or fence are not supplied. It is at the discretion of the customer how the web strap is secured to a immovable fixture in order to secure the feeder. The actual colour of the Harmony Trickle Feeder may vary to those shown on printed materials (i.e. leaflets, printed adverts etc.) or on phone or IT devices due to the resolution of the device. The Harmony Trickle Feeder is manufactured using rotational moulding, hence due to the nature of this process there may be small blemishes or marks on the moulded body. Equiniche Sciences Ltd. will apply its quality standards to each product and only those that reach the acceptable standard will be dispatched. Customers must follow the information on the **Instructions for Use** exactly as Equiniche Sciences Ltd will not be liable for any faults caused by wrong use or assembly.

### Copyright and Licence

You are not permitted to reproduce, alter or translate the designs or images of any of our products without express permission from Equiniche Sciences Ltd. You acknowledge that all rights to any and all copyrights, designs and other intellectual property rights relating to our products are and shall remain the property of Equiniche Sciences Ltd. You will not at any time do, or cause to be done, any act or thing which impairs or infringes those rights.

### General

These terms and conditions and all contracts under these terms and conditions are governed by and shall be construed in accordance with the laws of Ireland and all disputes shall be submitted to the exclusive jurisdiction of the Irish courts. We reserve the right to terminate any contract formed under these terms and conditions immediately by written notice and to take action to recover damages suffered by us if you breach any of these provisions.

### Faulty or defective items

In the unlikely event you find a fault with your goods please contact us immediately on [info@harmonyfeeder.com](mailto:info@harmonyfeeder.com) and we will instruct you on the returns procedure. Goods becoming damaged in your opinion through defective materials, poor workmanship or during carriage should be notified immediately and returned for inspection in not more than 7 days. Under no circumstances should items continue to be used when damaged, as you will be deemed to have accepted the goods in their damaged condition. Where justified damage has occurred P&P fees will be reimbursed. Any orders that do not involve damaged or defective goods will not be eligible for P&P refund.



### **Returns due to change of mind**

Refunds will be made for any items returned (at customers expense) which are in saleable condition, not damaged, and in original packaging within 14 days of receiving them. Exchanges and Credit Notes will be given up to 30 days. We will refund in full or replace items like for like, but reserve the right to withhold 25% of the purchase price if the product or packaging is in such a condition that the item is not fully resalable. This maybe increased to 50% in the event an item is dirty or damaged. If you have purchased goods online you have the right to cancel your purchase at any time within 14 days of receipt of your goods. If you have received your goods and wish to cancel within 14 days please return them in an unused resalable condition, and complete to: *Equiniche Sciences Ltd, c/o Rotofab Ltd, Blyry Industrial Estate, Dublin Rd., Athlone, Westmeath N37 XT65. Ireland.* Please include your name and address. We will give you a refund of the price paid (excluding carriage costs and/or other surcharges which are non-refundable). Please refer to our Refunds Policy for further details.

### **Returned items lost in transit**

Equiniche Sciences Ltd cannot be held responsible for packages lost during the return process. We recommend returning the package by Special or Recorded Delivery service and obtaining a proof of postage.

### **Delivery Information**

Your parcel will be delivered via couriers. Please check your parcel as soon as it arrives to ensure that it is correct and nothing is damaged. Please notify us within 2 working days if there is problem with your order. If your parcel is lost during transit, we will replace it. In order to confirm that an order has been lost, we must wait until the maximum delivery time has expired before replacing your product. Please note if an instruction is given to leave an order 'in a safe place' and therefore delivered without a signature the couriers insurance is invalidated. Equiniche Sciences Ltd. cannot be held responsible if the goods are lost under these circumstances

### **Product Guarantee**

A guarantee of one year is given on the Harmony Trickle Feeder, provided it has been maintained and used per the **Instructions for Use**. This will be determined once items have been returned, at customers expense, for inspection. Items being returned under the terms of this guarantee are only eligible for like-for-like replacement and not a refund. Proof of purchase must be provided.

### **Sales**

Any item bought in a 'Sale' at any of our trade stands, is not eligible for exchange or refund and is deemed to have been purchased as seen. Items bought in an 'online sale' can be exchanged for a credit note on the condition that the item is returned within 14 days of receipt. If a refund is required, notification in writing must be received within 7 days of receiving the item and the item must be returned within 21 days of receipt. In all cases the purchaser is responsible for return postage costs. Please note that sale items with defects cannot be returned solely for reasons of defects clearly declared in the description. **All sale promotions & items are only available whilst stocks last and are limited to such.**