

## **VOUCHER TERMS & CONDITIONS**

### **A Definitions and Acceptance of the Terms and Conditions**

1. The Stray Ferret (TSF) offers for sale discounted “Vouchers” representing full price third party goods and/or services on the terms and conditions set out herein (“Terms”).
2. These Terms apply to “Vouchers” displayed on [www.thestrayferret.co.uk](http://www.thestrayferret.co.uk) (the “Website”)
3. By making a purchase, the “Purchaser” (which is the individual purchasing the Voucher at the point of sale) accepts and agrees to be bound by these Terms in full.
4. The “Supplier” provides the goods and/or services described in the Voucher to the “Purchaser”

### **B Display of Vouchers**

5. TSF have attempted to ensure that the descriptions and images used on all marketing material in respect of the displayed Voucher are accurate at the time of publishing. However images are intended to give a visual expression of the goods and services on offer and do not form part of any contract between the Purchaser and/or the Voucher user and TSF.

### **C Payment**

6. All purchases are accepted on the basis that they will be paid for at the prevailing price set out on the Website.
7. The payment system used is provided by Stripe and by using this system their Terms & Conditions apply. For more information visit <https://stripe.com/gb>.
8. Vouchers are emailed free of charge to the Purchaser on completion of the purchase.
9. Vouchers can be redeemed with the Supplier by email or in person only.
10. Vouchers are non-transferable and cannot be exchanged for cash.

### **D Refunds**

11. TSF will refund unused Vouchers purchased from the Website within 14 days of purchase (Cancellation Period). Vouchers are non-refundable other than within the 14-day cancellation period as per the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.
12. Refunds will only be made to the Purchaser using the original method of payment.
13. All refunds will be processed within 7 days and may take between 5 and 10 working days to show in the Purchaser’s account.
14. To request a refund send an email to [advertising@thestrayferret.co.uk](mailto:advertising@thestrayferret.co.uk) stating Voucher Number, Purchase Date, Purchaser’s full name and reason for Refund Request.

## **E Liability of TSF**

15. Individual Terms and Conditions apply to each Voucher purchase which are displayed clearly with each Voucher and are the Terms & Conditions of the Supplier.

16. At the point of time the Purchaser redeems a Voucher from the Supplier he/she will be entering into a separate agreement with the Supplier. The Purchaser will at this time be bound by the Terms and Conditions of the Supplier, including any restrictions applied by the Supplier.

17. TSF cannot be responsible for any loss or damage suffered by the Purchaser, or the safety standards, quality or the delivery of the goods and services provided by the Supplier. The Supplier remains wholly responsible for the provision of the goods and/or services.

18. On redeeming a voucher with the Supplier, the Purchaser acknowledges that the goods and/or services received are dependent upon certain factors beyond the control of TSF.

19. The Purchaser also agrees that neither TSF nor any Supplier shall be liable for the cancellation, postponement or alteration of any goods or services for reasons beyond their reasonable control, including weather-related reasons, mechanical failure, location changes or otherwise. The total liability of TSF for any claim whatsoever by the Purchaser shall be limited to the price paid by the Purchaser for the Voucher.

*Terms last updated: 08 October 2020*