

TERMS & CONDITIONS:

Snuffle & Co Ltd

Last updated: [05/02/2026]

These Terms & Conditions apply to all dog walking services and handcrafted leather products provided by Snuffle & Co Ltd (“we”, “us”, “our”). By booking a service or purchasing a product, you agree to these Terms & Conditions.

1. About Us

Snuffle & Co Ltd provides:

- Dog walking services in Burwash, East Sussex and surrounding areas
- Handcrafted leather dog collars, leads and matching owner accessories

snuffleandco@gmail.com
Burwash, East Sussex

2. Dog Walking Services

2.1 Bookings

- Dog walking services must be booked in advance and are subject to availability.
- Regular or recurring bookings may be arranged by agreement.

2.2 Dog Health & Behaviour

- Dogs must be healthy, suitably trained and non-aggressive, particularly for group walks.
- Owners must inform us of any medical conditions, behavioural issues, or changes in health.
- We reserve the right to refuse or discontinue services if a dog’s behaviour poses a risk to itself, other dogs, or people.

2.3 Leads & Equipment

- Dogs may be walked on or off lead only with owner consent and at our professional discretion, based on safety, recall ability and environment.

- We may use our own leads, harnesses or safety equipment if required.

2.4 Emergencies

- In the event of illness or injury, we will seek veterinary care as deemed necessary.
- Any veterinary or related costs incurred are the responsibility of the dog owner.

2.5 Access to Property

- Any keys provided will be kept securely and used solely for dog walking services.
 - Snuffle & Co Ltd is not responsible for household damage caused by your dog.
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3. Cancellations (Dog Walking)

- A minimum of 24 hours' notice is required for cancellations.
 - Late cancellations or no-shows may be charged in full.
 - Walks may be rescheduled or cancelled due to extreme weather or unforeseen circumstances for safety reasons.
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4. Handcrafted Leather Products

4.1 Product Description

- All leather products are handcrafted and may show natural variations in colour, texture and finish.
- These variations are a natural characteristic of leather and handmade items.

4.2 Custom Orders

- Custom or made-to-measure items are made to customer-provided specifications.
- It is the customer's responsibility to provide accurate measurements.

4.3 Care & Use

- Leather products should be used responsibly and checked regularly for signs of wear.
 - Snuffle & Co Ltd is not responsible for damage caused by misuse, chewing, excessive force or failure to maintain the product.
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5. Warranty & Guarantee (Leather Goods)

5.1 Workmanship Warranty

Snuffle & Co Ltd provides a workmanship warranty on handcrafted leather products.

This warranty covers:

- Stitching faults due to workmanship
- Hardware faults under normal use

This warranty does not cover:

- Normal wear and tear
 - Damage caused by chewing, misuse, neglect or accidents
 - Damage caused by force beyond intended use
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5.2 Reconditioning Service

Snuffle & Co Ltd offers a reconditioning service to help extend the life of leather products.

This may include:

- Cleaning and conditioning
- Restoring suppleness and finish
- General maintenance

Reconditioning services are offered subject to assessment and may incur a fee.

5.3 Re-Stitching Service

A re-stitching service is available for Snuffle & Co leather products where stitching has naturally worn over time.

- Assessed on a case-by-case basis
- Charges may apply depending on wear and damage
- All items are safety-checked before return

Reconditioning and re-stitching services are intended to extend product life and do not replace products that are no longer safe to use.

6. Returns & Refunds (Leather Goods)

- Custom or personalised items are non-refundable, unless faulty.
 - Non-custom items may be returned within 14 days of receipt, unused and in original condition.
 - Return postage is the responsibility of the customer unless the item is faulty.
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7. Payments

- Payment is required in full prior to services or dispatch of products unless otherwise agreed.
 - Prices may change, but confirmed bookings or orders will not be affected.
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8. Insurance, Checks & Professional Standards

Snuffle & Co Ltd operates to high professional standards and holds:

- **Public liability insurance**
- **Petplan insurance**
- **DBS check**

These measures are in place to provide reassurance and peace of mind for all clients.

9. Liability

- Snuffle & Co Ltd will take all reasonable care when providing services and products.
- We are not liable for illness, injury, loss or damage unless caused by proven negligence.
- Dog owners remain legally responsible for their dog's behaviour at all times.

10. Photos & Social Media

- With owner consent, photographs of dogs or products may be used for marketing and social media.
- Consent may be withdrawn at any time by written request.

11. Data Protection

- Personal data is used solely for business purposes and handled in accordance with UK data protection laws.
- Customer data will never be sold or shared with third parties.

12. Changes to These Terms

Snuffle & Co Ltd reserves the right to amend these Terms & Conditions at any time. The latest version will always be available on our website.

13. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

By booking a service or purchasing a product from Snuffle & Co Ltd, you confirm that you have read and agreed to these Terms & Conditions.