

Horse Aid Products – Terms and Conditions

Last updated: 24/10/2023

Please read these Terms and Conditions ("Terms") carefully before using our website or purchasing from Horse Aid Products. By using our website or making a purchase, you agree to these Terms.

1. Definitions

- **Company** refers to Horse Aid Products ("we", "us", or "our").
 - **Service** refers to the website [www.horseaidcream.com] and all services/products offered.
 - **Customer** or **You** refers to any individual or business using our site or purchasing our products.
 - **Products** refers to all equine creams, supplements, washes, and other items sold by Horse Aid Products.
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2. General Disclaimer

Our products are not intended to diagnose, treat, cure, or prevent any disease in animals or humans. Results may vary, and testimonials reflect individual experiences. None of our products or claims have been evaluated by regulatory bodies (e.g. MHRA, FDA). We strongly recommend consulting a qualified vet before using any of our products on your animal.

All information provided is for general guidance only and not a substitute for professional veterinary or medical advice.

3. Use of Products

Always carry out a patch test before applying topical products. Use gloves, a sponge, or a brush when applying. Discontinue use if irritation occurs and consult a vet. Our products are for external animal use only unless explicitly stated otherwise.

4. International Use & Jurisdiction

We accept orders globally, however it is the customer's responsibility to ensure that the import and use of our products is permitted in their country. Horse Aid Products is not liable for any customs issues, seizure of goods, or local legal restrictions.

These Terms shall be governed by and interpreted under the laws of the United Kingdom. International users agree to be bound by UK laws in any dispute.

5. Liability & Limitations

To the fullest extent permitted by law, Horse Aid Products disclaims all liability for any injury, damage, or loss caused by the use or misuse of our products, including (but not limited to): - Reactions in animals - Failure of results - Inappropriate storage or use

Maximum liability is limited to the cost of the product purchased or £1.00, whichever is less.

6. Returns & Refunds

Due to the nature of our products, returns are only accepted on unopened, untampered items within 14 days of delivery. A 25% admin fee will be deducted. Return postage is the responsibility of the buyer.

Please contact us before returning any product. Refunds will be processed to the original payment method. We are not responsible for bank processing times.

7. Shipping

Products are made to order. Please allow up to 14 days for dispatch. In the event of ingredient delays, we will contact you with updates. We are not liable for delivery delays once items are with the courier.

8. Intellectual Property

All content on our website, including product names, images, descriptions, and branding, are the intellectual property of Horse Aid Products and may not be used without written permission.

9. Third-Party Links

Our website may contain links to third-party sites. We are not responsible for their content or practices and advise you to read their Terms and Privacy Policies.

10. Privacy & Cookies

Please see our [Privacy Policy] for full details on how we collect and use your data. By using our site, you agree to the use of cookies in accordance with GoDaddy.com policies.

11. Modifications

We reserve the right to update these Terms at any time. Changes will be posted on this page, and your continued use of our site or services constitutes acceptance.

12. Contact Us

If you have any questions, please contact: Email: horseaidcream@outlook.com Website: [\[www.horseaidcream.com\]](http://www.horseaidcream.com)

Thank you for supporting Horse Aid Products.