

Conditions of Purchase

1. Prices

All prices in the web site www.catandogs.global include VAT.

2. Availability of products

The products in our store are typically available. In the case of stocks are exhausted of a product at the time of placing your order and we were unable to update this information in the shop, we will contact you immediately to inform you this delay. Our offers are not binding. Small technical changes or differences of our illustrations or descriptions are possible.

3. Shipping and Transportation

The delivery of the order will be fulfilled in the direction indicated by the customer at the time of purchase or the appearing in our database.

In normal conditions and taking the products in stock will be delivered within 24/48 hours for the Peninsula and from 72 hours for the rest of destinations. In the event that for technical reasons could not be respected these terms, we would get in touch with you, in order to agree on a new delivery time.

4. Exchanges and returns

We hope that you will be satisfied with our products. When you receive them you should check that corresponds with the requested in www.catandogs.global and are listed on the invoice or packing slip delivered and his presentation is correct, packaging and condition.

To support claims in this respect he must consist in the delivery note of the transport and to communicate it in **within 24 hours from the reception of the same.**

If for any reason is not satisfied with your purchase has **a period of seven working days to return it**, under the following conditions:

In the case of damage to the packaging:

- Not accepting and communicating to the carrier that the shipment is rejected.

- Accepting, indicating the defect on the delivery note or by contacting us via phone (+34) 634 30 16 89 (Spanish) or (+34) 606 12 40 85 (English) or directed by e-mail to info@catandogs.global, **always within 24 hours of receipt of order.**

CatanDog's Global as provider of the service, will bear the cost of return.

If this happens we will send you a new product or we'll refund you the amount on your credit card account with which it was purchased, upon return of the article.

CatanDog's Global shall bear the costs of transport, provided that the product has not been used, tampered with or altered. In order to deal with the return it is mandatory that you contact us, not being accepted the return of another way.

Right of withdrawal:

You may return the product if received checks that does not conform to their expectations. The exercise of this right of withdrawal you will need to take place within a maximum period of **seven working days of receipt** and according to the official calendar for the place where it has delivered the well. In order to be able to exercise this right it will be essential to retain the original packaging

of the product and that has not been used beyond the mere testing of the good condition and operation of the product, being ***on account of the customer*** for return shipping.

Do not allow the return of open products if it is a consumable item, except those that are proving that they are in poor condition.

Are excluded from the return shipping costs for the return, except that the same is due to an error in the delivery of the product by part of CatanDog's Global or to the return of the same by be in a poor state.

The refund of the purchase price shall be made once it has been checked the status of the goods and with the same means of payment used for the payment of the order.

As established in article 45 of the Law 7/1996 of Management of the retail trade, shall not be permitted the exercise of the right of withdrawal on products with an expiration less than a month.

In the event that you wish to return the order for reasons different from those used in the past:

Within 7 working days, the costs of return shall be borne by the customer, provided that the product has not been used or altered. In order to deal with the return it is mandatory that you contact us, not being accepted the return of another way.

5. Forms of payment

CatanDog's Global reserves the ownership of the property of all of the products that we sell, until your amount has been paid in full, in spite of the fact that the product would have been delivered to the customer.

CatanDog's Global gives you the methods of payment most commonly used in e-commerce:

Bank Transfer

Payment by transfer is totally safe, because the money is going from one account to another being proof of payment.

Once completed the purchase process you will receive a confirmation email with the order number.

There are indicated as "***purchase number***" in the transfer to the account:

Entity - Deutsche Bank, Nerja

Account name - Herbert Benyon Poole

Account Number - 0019 0169 25 4010012272

IBAN - IS95 0019 0169 25 4010012272

BIC (Swift) - DEUTESBB

Once we have received the transfer we will proceed to send the order. The process usually takes two or three days. If you want to expedite the shipment you can send us a copy of the receipt of the transfer by email to info@catandogs.global

Do not accept the costs of international transfers

In the event that 7 days payment has not been made, the order will be cancelled.

PayPal

Once completed the process of purchase, the customer is redirected to a secure page on PayPal to proceed with the payment.

PayPal is the international leader in payments on the Internet and allows you to send and receive payments online securely and comfortably.

Important: in the PayPal notifications, appears as a recipient of the payment the company **CatanDog's Global**.

6. Shipping and handling.

For shipments (up to max 20 units) in Europe, the shipping cost is to 5€ in total.

These shipping charges do not include insurance.

For shipping costs outside Europe please contact us.

7. General Liability and limitations of the same

CatanDog's Global is only liable for gross negligence or intentional act, which also applies to the quality guaranteed. There is no guarantee of quality of our products or services. CatanDog's Global generally does not guarantee quality. The law of civil liability for defective products does not apply. These rules are also valid for agents of CatanDog's Global. CatanDog's Global assumes no responsibility for products and/or persons damaged caused by the improper use.

8. Verification of personal data

CatanDog's Global reserves the right to contact their customers and/or perform certain checks when it deems appropriate, with the purpose of ensuring the authenticity of the personal data provided.