

TRACKS Terms and Conditions – lifetime cover

You have subscribed to the TRACKS service for the life of the dog (“Lifetime Cover”). All prices are inclusive of VAT which will be charged at prevailing rates.

TRACKS will use its best endeavours to manage the finding and reunification process of any dog registered with the TRACKS service.

You must be 18 or over to register a dog on the TRACKS service.

Any changes to these terms and conditions will be published on the TRACKS website which can be found here www.tracksforpets.co.uk or available by writing to TRACKS, see address below.

The TRACKS service:

- is only valid for owners who have registered the unique ID tag with TRACKS
- will provide owners with an initial update within two working days of a dog being reported lost
- will contact on the owner’s behalf, dog wardens, police, vet surgeries and charities
- post alerts to prominent lost pet websites
- will send posters to vet surgeries local to the reported loss.

If a dog has been lost and is found by the TRACKS team it is essential that the owner assist in the reunification process. If the owner fails to collect the dog after having been informed of the dog’s location then the local warden will be contacted and the dog will be taken to the local dog kennels for its own safety. If a stray dog is found by a local authority (including the police) or a charity kennel, the owner will be responsible for any fees charged by such local authority or charity kennel.

TRACKS require that the TRACKS id tag is attached to your dog’s collar at all times. Failure to do so will invalidate the service.

Replacement Tags & Documents

Should you lose or damage your TRACKS tag, TRACKS is able to replace the tag once each year free of charge. For any additional tags in any one year, TRACKS will charge a £9 administration fee.

TRACKS is able to replace the documents once each year free of charge. For any additional documents in any one year, TRACKS will charge a £9 administration fee.

The TRACKS service is active during the period of registration only. These dates are set out in correspondence from TRACKS.

Transfer of Ownership

The TRACKS unique ID tag is valid to the individual owner and dog whose details are given at registration. It is not transferable to a new owner. However, owners registered with TRACKS who have sold/given their dog to another individual, or whose dog has died, will have the option of registering another dog to the TRACKS service at no charge, if this is completed within two years of the original registration date and all payments are completed.

Complaints & Cancellations

If you are at all dissatisfied with any aspect of the TRACKS service, please contact us by email: admin@tracksforpets.co.uk

We want you to be satisfied with the TRACKS service. If you wish to cancel the service this can be done up to 7 days from the date of this TRACKS letter. Please call and let us know your reasons. Cancelling within the first 7 days entitles you to a full refund. However, once TRACKS has been cancelled, you will not be able to take up any promotional offer running on TRACKS.

If you wish to cancel after the 7 day period has expired, no refund will be due.

TRACKS have the right to cancel Lifetime or Annual cover, and will advise you in writing giving 30 days notice.

TRACKS is not responsible for any injury or death of a registered dog or failure to recover when missing.

Your Details

TRACKS will only give your data to third parties should you agree during the initial registration telephone call(s). If you wish to update or amend your data or change or withdraw your consent for transfer of data to third parties, please confirm this in writing to TRACKS at 36, the Point, Rockingham Road, Market Harborough, Leicestershire LE16 7QU.

Please telephone TRACKS on 0800 977 5716 between 9.00am-5.30pm Monday to Friday if you want to update or amend the information TRACKS holds on you. It is important that all contact details are kept up-to-date at all times.

These terms and conditions shall be governed by and construed in accordance with English law.