

## **TRACKS Terms and Conditions - free insurance**

You have registered for a one-year free subscription to the TRACKS service available to Buddies pet insurance policy holders.

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](http://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 and whose Buddies pet insurance policy is active
- 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 in the year free of charge. For any additional tags in the year, TRACKS will charge a £9 administration fee.

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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.

### **Complaints & Cancellations**

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

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.