

Dominic Parker Limited t/a Flat Cats Terms and Conditions

By visiting our website and purchasing from us you are agreeing to the following Terms and Conditions:

Our Products - as made and sold by Dominic Parker Limited t/a Flat Cats are pvc coated fibreglass mesh screens combined with Hook and Loop fixings to help owners keep their cats indoors while being able to open their windows. All products are detailed on our website.

Price - All prices are detailed on our website. Payment is required in full at time of order.

Returns and Refunds - We offer a full 30 day return and 100% refund on all products sold on this website. This applies to both "standard" and Custom-Made products.

Information - All goods, services and information displayed on this website should not be regarded as an offer, invitation, solicitation, advice or recommendation to buy products.

Liability - Dominic Parker Limited will not be held liable for any injury, damage or loss arising from the use of goods purchased on this website. Full refund will be offered should an error by Dominic Parker Limited have caused injury or damage.

Payment / Security- We accept payment by Debit or Credit Card (Visa, MasterCard, and PayPal via Opayo secure payments). Dominic Parker Limited takes the security of your transactions and your personal details very seriously. The security of our website is from Rapid SSL and all payments are handled via Opayo and Paypal. To accept payment and to run a credit check on your credit/debit card, we will send your personal details to our Payment Service Provider for authorisation. This information is transferred securely and is not used for any other purpose.

Trade Mark - "Flat Cats" is a trade mark of Dominic Parker Limited ref Trade Mark number UK00003360598

General- The laws of England and Wales govern these terms and conditions. By accessing this Website and using our services and buying our products, you consent to these terms and conditions and to the exclusive jurisdiction of the English courts in all disputes arising out of such access. These terms and conditions shall not be amended, modified, varied or supplemented except in writing and signed by duly authorised representatives of the Company.

Dominic Parker Limited may amend these Terms from time to time, and place the new version on this website. A link will be made available from each page.

Privacy Policy

This Privacy Policy governs the manner in which Dominic Parker Limited collects, uses, maintains and discloses information collected from users of our website (www.flatcats.co.uk). This privacy policy applies to the Site and all products and services offered by Dominic Parker Limited.

We may collect personal identification information from users in a variety of ways, including, but not limited to, when Users visit our site, register on the site, place an order, fill out a form etc. We will usually ask for address and contact details such as telephone number or email address.

Users may, however, visit our site anonymously should they wish. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply identification information, except that it may prevent them from engaging in certain Site related activities.

Non-personal identification information

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include the browser name, the type of computer and technical information about users means of connection to our site, such as the operating system and the Internet service providers utilized and other similar information.

Web browser cookies

Our Site may use "cookies" to enhance user experience. user's web browser places cookies on their hard drive for record-keeping purposes and sometimes to track information about them. A user may choose to set their web browser to refuse cookies, or to alert you when cookies are being sent. If they do so, note that some parts of our website may not function correctly.

How we use collect information

Dominic Parker Limited collects and users personal information for the following purposes:

To improve customer service - Your information helps us to more effectively respond to your customer service requests and support needs.

To personalize user experience - We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.

To improve our Site - We continually strive to improve our website offerings based on the information and feedback we receive from you.

To process transactions - We may use the information Users provide about themselves when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.

If necessary to send users information we feel may be of interest to them.

How we protect your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

Sensitive and private data exchange between the Site and its Users happens over a SSL secured communication channel and is encrypted and protected with digital signatures. Our Site is also in compliance with PCI vulnerability standards in order to create as secure of an environment as possible for Users.

Changes to this privacy policy

Dominic Parker Limited has the discretion to update this privacy policy at any time and will update the valid date of this policy on this document when this happens.

We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect.

Delivery / Shipping

Delivery is usually via Royal Mail although we reserve the right to use other carriers if we feel that the terms and speed are better. We will advise you at time of shipping the method of shipping to be used.

Usually we send orders out within 5 working days but this can be less. We would advise you to check our current delivery schedule, displayed on the website for the current valid shipping times.

This document is correct as at 7th February 2022

Dominic Parker Limited – Trading as Flat Cats – 37 Pinfold Lane, Ruskington, Sleaford Lincolnshire NG349EU Tel. 01526 833660.