

Barking Happy Treats

Shipping Policy

Barking Happy Treats are happy to offer shipping across Australia. International shipping is not currently available.

Barking Happy Treats use the services of Australia Post for all of our orders. We post within 3 working days from when your order is received. Due to unexpected events, dispatch can take longer, for example during busy times or if we are short with stock. In the event that your order is expected to take longer than 3 working days to ship, we will notify you immediately to explain why and offer a solution. Postage rates are based on Australia Post rates at the time and are dependent upon shipping locations and weights (inclusive of both the product and the packaging). Postage rates are subject to change.

Where any free shipping has been offered or applied, shipping will be made by Australia Post Regular Mail. These items are not insured nor trackable.

Australia Post's Eparcel is a reasonably fast and efficient service, but offers no included insurance. These items can be tracked and tracking numbers and a link will be supplied upon postage.

You must notify us within 21 days of the shipment date if you have not received your order. After this time, we do not guarantee we will be able to trace your order.

Refunding or re-sending your order after this time will be at our discretion and will generally depend on the outcome of the investigation with Australia Post.

Refunds/Replacements/Returns

For all order issues, refunds, returns and credits, please contact us at sales@barkinghappytreats.com.au and provide your order and shipping details.

You must notify us within 7 days of receiving your order if you believe there is an issue with our order such as missing or incorrect items or hide beetle infestation (see below). For refunds or replacements you must provide proof of any issues such as photographs and have the item(s) available for us to have returned at our discretion.

If you cannot provide proof of an issue or destroy/throw them away so that we cannot have proof of the issue, or be unable to have item(s) returned at our cost for inspection then no refund or replacement can occur.

Where there has been a mistake/error with your order or there has been a proven quality issue with a product we will either fully refund, credit or replace the item(s) at our cost, inclusive of any shipping costs.

In addition to your general rights under Australian Consumer Law, we further guarantee the quality of our products for 6 months from purchase date when kept sealed and out of direct sunlight with an average temperature below 22C – such as your kitchen cupboard for example.

No pet treat is 100% risk free. We do not claim that our treats are 100% risk free. You, as the pet owner agree when purchasing our treats, that you understand that there is potential minimal risks for your pet and that you do not hold Barking Happy Treats responsible or accountable for your decisions to feed your pet our treats. Some treats may present a small choking hazard just like food can to humans. We recommend monitoring your pet when eating treats and understand and keep their eating habits in mind when choosing treats.

When it comes to giving treats to your furry friend, it's important to find the right balance. Treats can be a great way to reward your pet and provide them with some extra enjoyment, but it's crucial to ensure that you're not overdoing it. As the pet owner, you agree not to hold Barking Happy Treats responsible and accountable for your decision to feed your pet our treats. You should keep the following points in mind when treating your pet:

1. **Moderation is key:** Treats should not make up a large portion of your dog's daily caloric intake. The majority of their diet should consist of balanced and nutritious dog food. Treats should only be given in moderation and as occasional additions to their diet.
2. **Consider your pet's size and weight:** Smaller pets have different dietary needs compared to larger breeds. The size and weight of your pet can help determine the appropriate amount of treats to give. For instance, a small pet may only require a few small treats per day, while a larger pet may be able to handle a slightly higher quantity.
3. **Incorporate treats into training:** Treats can be especially useful during training sessions. They serve as positive reinforcement and can motivate your pet to learn and obey commands. However, it's important to break treats into small pieces to avoid overfeeding during training.
4. **Quality over quantity:** Instead of focusing on the number of treats, prioritize the quality. Look for treats that are made from wholesome ingredients and are specifically formulated for your specific pet. Avoid treats that contain excessive additives, preservatives, or fillers.
5. **Balance treats with exercise:** Regular exercise is essential for your pet's overall health and well-being. If you're giving your pet treats, be mindful of the additional calories they're consuming. Make sure to incorporate extra exercise to

compensate for the additional intake, helping to maintain a healthy weight for your furry friend.

Change of Mind: Please thoroughly read all of the details listed for each item and if you have any questions, please email sales@barkinghappytreats.com.au and we will get back to you as soon as possible. Once you have placed your order, sales are final and there are no refunds for change of mind.

All refunds and credits agreed upon, will be completed within 7 days of agreement of the amount and us receiving the returned product. Where applicable, replacements will be shipped within 3 working days of agreement and receiving the item(s) to be replaced.

Ants and Bugs

Ants and bugs love our natural products. Our treats are heat sealed to maintain the products state at the time of packaging and packaged in resealable bags to reduce the chances of ants and bugs entering the product. Flying Hide Beetles can eat through thin plastic or get through perforations in the bags made by pointed treats. It's important to always keep your product air tight sealed and ideally not in an open location. Check your products often. Deep freezing product for 36 hours will kill off these beetles and any eggs. We are unable to support hide beetle issues after delivery as it would be noticeable by this time if the treats had been affected during packaging.

Privacy Policy

At Barking Happy Treats, one of our main priorities is the privacy of our customers and visitors to our website. Barking Happy Treats maintain a policy of strict confidence concerning your personal information.

If you have additional questions or require more information about our Privacy Policy, do not hesitate to contact us.

This Privacy Policy details how we deal with your personal information.

By providing your personal information to us directly or indirectly you accept the terms of this Privacy Policy.

1. What kinds of information do we collect?

The type of information that we collect from you will depend on how you engage with us. We will collect the following: name, email address, address, payment details and phone numbers.

2. How do we collect your personal information?

We collect your personal information directly from you or where our supplier's provide us with your information. The main ways we collect personal information about you are when:

- you access our websites, including where you submit a contact request;
- you register with us;
- you make an application for credit (in which case we may site your driver's licence)
- you make a payment to us;
- you log onto the websites;
- a third party, including our clients, provides it to us;
- you otherwise submit personal information about yourself, or someone else, to us, our Site or any Barking Happy Treats portal.

We will only collect your personal information from third parties if you give the third party your consent to provide the information to us or it would be reasonably expected.

If someone other than you provides us with personal information about you that we did not ask for, or you provide us with unsolicited personal information, we will only hold, use or disclose this information if we determine that we could have collected this information from you had we asked for it. In this circumstance we will take all reasonable steps to notify you of the collection of that information. If we could not have collected this personal information, we will lawfully de-identify or destroy that personal information.

3. If you are under 18 years of age

If you are under 18 years of age you must ask your parent or legal guardian to approve your provision of personal information before you submit your personal details to us.

4. Use of personal information

This Privacy Policy deals with personal information of registered users, clients, service providers and other third parties.

We will only use your personal information for the purposes for which it was given to us, or for purposes which are directly related to the provision of our services.

Your personal information may be used by us in a number of ways, including to:

- collecting outstanding accounts;
- create new accounts;
- send you newsletters or other promotional material;
- enhance and improve your use of our websites and our products and services, including informing you of our monthly specials;
- respond to any questions, comments or queries submitted by you;
- for internal business purposes, such as undertaking research, developing system analytics, measuring and developing our services.

5. Disclosure of personal information In certain circumstances, it may be necessary for us to disclose your personal information to third parties in order to assist us in providing our services, or where disclosure is required by us to meet our legal and regulatory obligations. Third parties may include:

- digital marketing and other service providers;
- technology support service providers where applicable to the service provided to you;
- Australia Post and other freight or shipping service providers for the purposes of sending any products;
- government and law enforcement agencies and regulators; and
- entities established to help identify illegal activities and prevent fraud where authorised by law.

We may also disclose your personal information to anyone authorised by you, or to whom you have provided your consent (either expressly or impliedly) or where another permitted general situation applies (as defined in Section 16A of the Privacy Act).

If Barking Happy Treats goes through a business transition, such as a merger, acquisition by another company, or sale of all or a portion of its or their assets, your personal information may be among the assets transferred.

We will not disclose information that personally identifies you to any third party other than as set out in this Privacy Policy.

6. Direct marketing

We use personal information about you for the primary purpose of providing you with our services. We may also use it for other purposes for which you might reasonably expect us to use that information. You authorise us to use any email address or other contact information you provide to use at any time for such above purposes.

You can opt out of receiving electronic communication at any time. You agree and acknowledge that even if you opt out of receiving information about future events or marketing material, we will still send you essential information that we are required to send you relating to the services we provide.

7. Storage and security

The security of your personal information is paramount to us and we use all reasonable endeavours to keep your information in a secure environment and to protect your personal information from misuse, interference, loss, unauthorised access, modification or disclosure. If you reasonably believe that there has been unauthorised use or disclosure of your personal information, please contact us using the details below.

You warrant that you will not act in a manner that results in us collecting, using or storing information that is in breach of our obligations at law.

If we no longer need your personal information, unless we are required under Australian law or a court or tribunal order to retain it, we will take reasonable steps to destroy, securely delete, or de-identify your personal information as appropriate.

8. Accuracy of your information

We take reasonable steps to ensure that the personal information held by us is accurate, complete and up to date. If you believe that any of your personal information is inaccurate, please contact us using the below details and we will take reasonable steps to correct it.

9. Variation and consent to variation

We may vary the terms of this Privacy Policy at any time. You should check this Privacy Policy regularly so that you are aware of any variations made to this Privacy Policy.

10. Disclosure to overseas recipients

We do not currently disclose personal information to overseas recipients.

11. Access to your information and making a complaint

You may request access to the personal information we hold about you. If you do so we will respond to your request within a reasonable period of time and, where reasonable and practicable, give access to the information in the manner you

request. This will be subject to any exemptions provided under the Privacy Act. You may request this information by writing to our Privacy Officer.

Where it is practical to do so, when contacting us, you have the option to either not identify yourself or to use a pseudonym. However, this will not apply if we are required or authorised under Australian law (or a court or tribunal order) to only deal with individuals who have identified themselves.

If you wish to make a complaint about a breach of the Privacy Act by us, you may do so by providing your complaint in writing to the contact details listed below.

You may also make a complaint verbally. We will seek to respond to any complaint within a reasonable period of time. We may seek further information from you in order to provide a comprehensive and complete response.

You may also make a complaint to the Office of the Australian Information Commissioner (OAIC). You may contact the Australian Information Commissioner via telephone on 1300 363 992, by submitting a complaint or inquiry online at www.oaic.gov.au or by writing to the OAIC at GPO Box 5218 Sydney NSW 2001.

12. Contact us

If you have any questions, or if you wish to contact us for any of the reasons described above, including to correct or access the information we hold about you or to make a complaint, please contact our Privacy Officer:

The Privacy Officer

Address: P O Box 3371, West Kempsey NSW 2440

Email: sales@barkinghappytreats.com.au