

EU ANIMAL SHOP

Common trading and delivery terms • B2C, B2B, B2E, B2G and other sales channels

1. Company, seller and contact details

EU Animal I/S • CVR (Danish business registration no.) 46392612 • Slotsvej 3, 4871 Horbelev, Denmark • Telephone +45 30 23 23 80 • Email contact@euanimal.eu • Webshop <https://shop.euanimal.eu>.

EU Animal I/S is normally the customer's seller and contracting party for its own webshop orders, including when goods are shipped directly by a cooperating dropshipping supplier. For separate marketplace transactions between third parties, the actual seller must always be clearly identified before purchase.

2. Scope, countries and customer categories

These terms apply to EU Animal Shop's own sales of goods to the countries actually available for selection at checkout. Each order identifies the buyer, seller, products, prices, destination country, delivery time and any special agreements. EU Animal uses a common EU-based framework but does not restrict mandatory rights under applicable national legislation.

Private customers (B2C) enjoy consumer rights. Business and public-sector customers instead have the contractual and statutory rights applicable to the type of agreement concerned. Being an association or an employee does not in itself make a transaction a consumer purchase.

3. Goods, product safety and information

The key characteristics, price, availability, relevant warnings, delivery restrictions and any product-specific exceptions are shown on the product page before payment. Goods must comply with applicable EU product safety and labelling rules. Product descriptions must not promise characteristics that the supplier cannot substantiate.

4. Prices, VAT and payment

The total price, including applicable taxes, VAT, shipping and mandatory fees, is shown before a binding order is placed. Payment methods are shown at checkout. Any charges must not exceed what is lawful for the payment method used. VAT is calculated according to customer category, product type, destination country and applicable VAT rules, including special rules for documented cross-border business purchases.

EU Animal charges or reserves payment in accordance with the payment solution actually used, the stated payment process and applicable law. Credit, payment terms, volume discounts and wholesale prices apply only by express agreement.

5. Placing orders and order confirmation

Customers can review their order and understand their obligation to pay before placing it. After ordering, confirmation is sent on a durable medium, normally by email, containing the required information. If an item cannot be supplied, the customer is contacted with lawful options, including a refund where the order cannot be fulfilled.

6. Delivery and dropshipping

We do not necessarily hold our own stock. Goods may be shipped directly from different suppliers and may therefore arrive in several parcels on different days. Available delivery countries, restrictions, estimated delivery times and total shipping costs are shown before an order is placed. Delivery estimates must not be presented as guarantees unless confirmed.

For consumer purchases, goods are delivered as agreed; if no other deadline has been agreed, the 30-day rule generally applies. In the event of delay, the customer has the rights provided by law, including, where applicable, setting a reasonable additional period and terminating the contract. For ordinary deliveries to consumers, the seller generally bears the risk until the customer or a designated recipient takes physical possession of the goods; lawful exceptions are dealt with separately.

For B2B, B2G, B2D and B2R, the delivery terms, transfer of risk, receipt inspection, partial deliveries and any specific conditions must be clearly established in the order.

7. Right of withdrawal for consumer purchases (B2C)

For most online purchases of goods, consumers can withdraw without giving a reason within 14 days of physical receipt. The consumer must give EU Animal an unequivocal notice before the deadline and then return the goods no later than 14 days after giving notice. A model withdrawal form is provided in the annex below; use of the form is optional.

Certain lawful exceptions apply, for example to made-to-order goods, goods liable to deteriorate rapidly and sealed goods unsuitable for return for health or hygiene reasons if the seal has been broken. Exceptions may be applied only where the specific legal conditions are met and the consumer has been properly informed.

The right of withdrawal does not automatically apply to business purchases, public procurement or goods purchased by an employer. However, where an employee makes a personal consumer purchase under a B2E scheme, consumer rules apply.

8. Return shipping and return address

For an ordinary lawful withdrawal, the consumer normally pays the direct cost of returning the goods if EU Animal clearly informed them of this before purchase. For goods that cannot normally be returned by post, the necessary cost information or estimate must be given where required by law. In the case of a justified claim for defective goods, legally required remedies must generally be provided at no cost to the consumer.

Returns must be sent only to the return address EU Animal provides and confirms for the particular order. The supplier's name and address are not part of these general terms. Return addresses are managed in a separate supplier register and may vary by product, supplier and country. The customer contacts contact@euanimal.eu with the order number before returning an item to obtain the correct instructions. This contact procedure must not restrict the statutory right of withdrawal or the deadline for giving notice.

9. Refunds

Where withdrawal is valid, amounts due are refunded without undue delay and normally no later than 14 days after receipt of the customer's withdrawal notice. Where permitted by law, a refund may be withheld until the goods are received back or the customer provides evidence of having sent them. Standard delivery charges are generally refunded; any extra charge for more expensive express delivery may be excluded. Refunds are normally made using the same means of payment unless a different arrangement is lawfully agreed.

Any reduction in value caused by handling beyond what is necessary to establish the nature and characteristics of the goods may result in a deduction where permitted by law.

10. Defective goods, statutory remedies and warranties

Consumers have at least two years of statutory protection against non-conformity under EU rules, and some countries provide stronger rights. Depending on the circumstances and the applicable rules, the customer may be entitled to repair, replacement, a price reduction or termination of the contract. A commercial warranty does not limit statutory rights. EU Animal remains the customer's point of contact even where a supplier packed and shipped the goods.

For complaints about defective goods, contact contact@euanimal.eu with the order number, a description and, if available, relevant photographs. The rights and claims procedures for business customers must be stated in the specific contract and must not be represented as identical to the statutory minimum rights of consumers.

11. Complaints, disputes and choice of law

Please first contact EU Animal at contact@euanimal.eu. Information about relevant national complaint bodies and alternative dispute resolution must be provided where required by applicable law. EU Animal aims to provide consistent customer service across the EU; nothing in these terms restricts mandatory consumer protection, including provisions that may apply in the consumer's country of residence. B2B/B2G parties may agree separate jurisdiction and choice-of-law clauses to the extent valid.

12. Personal data and customer security

Names, addresses, contact details, order data and necessary delivery information are processed in accordance with the GDPR and our privacy policy. Information is shared with relevant suppliers, payment providers and carriers on an appropriate lawful basis and with necessary security safeguards. Order feeds containing personal data must be access-protected, and access, retention and deletion must be managed securely.

13. Customer categories and business models

Type	Application
B2C	Sales to individuals purchasing outside their trade or profession; consumer protection applies.
B2B	Sales to companies, professional animal traders, kennels and other business customers.
B2E	Employee purchasing schemes. Applicable legal terms depend on whether the employee or employer is the buyer.
B2G	Sales to authorities, municipalities, regions, schools and other public institutions; procurement and invoicing may require special processes.
B2D	Sales to distributors/wholesalers as a subgroup of B2B.
B2R	Sales to retail dealers as a subgroup of B2B.
B2N	Sales to associations, non-profit organisations and animal shelters; the buyer's actual legal status determines the rules.
B2B2C	Supplier to EU Animal to end customer: describes a supply chain, not automatically a separate set of rights.
D2C	Manufacturer sells directly to customer; the seller's identity must be shown.
C2C	Private individual sells to private individual through a separate marketplace; not EU Animal's own sale of goods.
C2B	Private individual supplies goods or services to a business under a separate model.
G2B	Public authority supplies a service to a business; not an ordinary EU Animal webshop transaction.

14. Specific terms for business, wholesale and public sector customers

Business and resale (B2B, B2D, B2R)

Payment periods, credit, prices excluding/including VAT, discounts, minimum orders, transfer of risk, retention of title, defect procedures, voluntary returns and time limits for claims must be specified in a particular lawful agreement accepted by the parties. The ordinary 14-day B2C right of withdrawal does not automatically apply.

Non-profit (B2N)

Associations and shelters may be offered special prices or programmes. The actual purpose of the purchase and the contracting party determine which rules apply; consumer status is not granted automatically.

Public-sector customers (B2G)

Identify the authority's legal entity, requisition, purchase order, mandatory e-invoicing requirements and any procurement obligations. General invoice credit or EAN/Peppol integration must not be promised until technically and contractually supported.

Employee schemes (B2E)

Record the employer, employee, actual buyer, payer, invoice recipient and any agreed discount. B2C rules apply when the employee makes a private purchase; B2B or B2G rules apply when the employer is the buyer, depending on its status.

Marketplace and listings (C2C, C2B)

These transactions must be kept separate from EU Animal Shop's own dropshipping orders. The actual seller, payment, responsibility and applicable terms are displayed separately; EU Animal must not automatically be presented as the seller in private transactions.

15. Webshop copy - common English versions

Homepage

Welcome to EU Animal Shop ☐ Everything for life with animals, all in one place. Find products for dogs, cats and horses from selected partners. We work to make it easier for animal owners and professionals to find what they need across national borders.

About EU Animal Shop

EU Animal works to bring together animal owners, businesses and organisations across Europe with animal welfare at the heart of our mission. EU Animal Shop is part of that vision. Products are sold through the webshop and in many cases shipped directly by our partner suppliers.

How to order

Choose your items, add them to your basket and complete the order. You will receive confirmation by email. Because products may come from different suppliers, they may arrive in separate parcels.

Customer service and returns

Do you have questions about your order, delivery, a complaint or a return? Contact contact@euanimal.eu with your order number. We will provide the correct return address for your particular order.

Businesses and institutions

EU Animal Shop also serves businesses, dealers, organisations and public institutions, as well as employee purchasing schemes. The terms and invoice details shown when ordering depend on the identity of the actual buyer.

ANNEX A. Model withdrawal form (B2C)

To EU Animal I/S, Slotsvej 3, 4871 Horbelev, Denmark • contact@euanimal.eu

I/we hereby give notice that I/we withdraw from my/our contract of sale for the following goods:

Goods: _____

Order number: _____

Ordered on: _____ Received on: _____

Consumer name: _____

Consumer address: _____

Date: _____ Signature (only for paper form): _____

This form is optional. Any other unequivocal notice of withdrawal is also valid.

