

Disclaimer

Ginny Care Limited | Last updated: June 2026

Important Notice

The information, guidance, and materials provided by Ginny Care Limited, including but not limited to the Canine First Aid Kit, the Canine Emergency First Aid Guide, the Canine Poisonous Food Guide, the Canine Poisonous Plant Guide, and all associated online content and videos, are intended for general informational purposes only.

Nothing contained within any Ginny Care product or material constitutes professional veterinary advice, diagnosis, or treatment. The guidance provided is designed to assist dog owners in providing initial first aid only and is not a substitute for the care of a qualified veterinary surgeon.

Limitation of Liability

Ginny Care Limited makes no representations or warranties of any kind, express or implied, as to the accuracy, completeness, or suitability of the information provided. Whilst all content has been developed in collaboration with veterinary professionals from a leading UK veterinary teaching university, individual circumstances vary and no guidance can account for every scenario.

To the fullest extent permitted by law, Ginny Care Limited accepts no liability for any loss, injury, or damage arising from the use of, or reliance upon, any information, product, or guidance provided by Ginny Care Limited.

Veterinary Care

In all cases of injury, illness, or concern relating to your dog, you should seek the advice of a qualified veterinary surgeon as soon as possible. Do not delay veterinary treatment on the basis of first aid administered using Ginny Care products or guidance.

Product Use

All products must be used strictly in accordance with the instructions provided. Ginny Care Limited accepts no responsibility for any adverse outcomes resulting from incorrect, inappropriate, or negligent use of any product or component.

Terms & Conditions

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1. Introduction

These Terms and Conditions govern your use of the Ginny Care website (www.ginnycare.co.uk) and the purchase of products from Ginny Care Limited. By placing an order or using our website, you agree to be bound by these terms. Please read them carefully before purchasing.

Ginny Care Limited is a company registered in England and Wales (Company Registration No. 16596713). Our registered email address is woof@ginnycare.co.uk.

2. Products

All products are subject to availability. We reserve the right to withdraw any product from sale at any time without notice. Product images on our website are for illustrative purposes only and the actual product may vary slightly from the images shown.

3. Pricing

All prices are displayed in pounds sterling (£) and are inclusive of VAT where applicable. We reserve the right to change prices at any time. The price applicable to your order is the price displayed at the time you place your order.

4. Orders

By placing an order, you are making an offer to purchase the products at the price stated. We reserve the right to decline any order at our discretion. Once your order is confirmed you will receive an order confirmation by email.

5. Payment

Payment must be made in full at the time of placing your order. We accept all major credit and debit cards. All transactions are processed securely.

6. Delivery

We aim to dispatch all orders on a next day delivery basis. Delivery timescales to more remote addresses may be up to three days. We currently ship to Great Britain and Northern Ireland only. Full details are set out in our Shipping Policy.

7. Returns & Refunds

We accept returns of unused, unopened products within 30 days of delivery. Full details are set out in our Returns & Refunds Policy.

8. Intellectual Property

All content on the Ginny Care website, including but not limited to text, images, guides, videos, and branding, is the intellectual property of Ginny Care Limited and may not be reproduced, distributed, or used without our prior written consent.

9. Limitation of Liability

To the fullest extent permitted by law, Ginny Care Limited's total liability to you in connection with any order shall not exceed the value of the products purchased. We shall not be liable for any indirect, consequential, or special loss or damage.

10. Governing Law

These Terms and Conditions are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

11. Changes to These Terms

We reserve the right to update these Terms and Conditions at any time. The version displayed on our website at the time of your order is the version that applies to that order.

12. Contact

If you have any questions about these Terms and Conditions, please contact us at woof@ginnycare.co.uk.

Returns & Refunds Policy

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Our Returns Promise

We want you to be completely satisfied with your Ginny Care purchase. If you are not happy with your order for any reason, we will do our best to put it right.

Eligibility for Returns

We accept returns within 30 days of the date of delivery, provided that:

- The item is unused and in its original condition
- The item is in its original packaging, undamaged and sealed
- You have proof of purchase

For hygiene and safety reasons, we are unable to accept returns of any items that have been opened, used, or where the original packaging has been broken or damaged. This is particularly important given the medical nature of some kit components.

How to Return an Item

To initiate a return, please contact our customer service team at woof@ginnycare.co.uk within 30 days of receiving your order. Please include your order number and the reason for your return. We will respond within two working days with a return label and instructions.

Please ensure that items are suitably and securely packaged to avoid damage in transit. We cannot be held responsible for items lost or damaged on their way back to us.

Refunds

Once we have received and inspected your returned item, we will process your refund within 3–5 working days. Refunds will be issued to the original payment method used at the time of purchase.

Please note that we are unable to refund original delivery charges unless the item was faulty or incorrectly sent.

Faulty or Incorrect Items

If you receive a faulty, damaged, or incorrect item, please contact us immediately at woof@ginnycare.co.uk with your order number and a description of the issue. We will arrange a replacement or full refund at no cost to you, including any return postage.

Exchanges

We do not currently offer direct exchanges. If you would like a different item, please return the original for a refund and place a new order.

Contact

For any questions regarding returns or refunds, please contact us at woof@ginnycare.co.uk.

Shipping Policy

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Where We Ship

We currently ship to all addresses within Great Britain and Northern Ireland. We do not currently ship internationally, though we plan to extend our shipping coverage to Europe, the Middle East, North America, and Asia Pacific in due course.

Delivery Timescales

We aim to dispatch all orders on a next day delivery basis. Please allow up to three working days for delivery to more remote addresses. Orders placed before 12:00 noon on a working day will generally be dispatched the same day.

Whilst we endeavour to meet these timescales, delivery times are estimates only and cannot be guaranteed. We are not liable for any loss or inconvenience caused by late delivery.

Delivery Charges

Standard delivery charges apply to all orders under £50. Orders of £50 or over qualify for free standard delivery. Delivery charges are displayed at checkout before you confirm your order.

Order Tracking

Once your order has been dispatched, you will receive a confirmation email containing a tracking number. You can use this to monitor the progress of your delivery.

Failed Deliveries

If a delivery attempt is unsuccessful, the carrier will leave a card with instructions on how to rearrange delivery or collect your parcel. If a parcel is returned to us due to a failed delivery, we will contact you to arrange redelivery. Additional delivery charges may apply.

Damaged in Transit

If your order arrives damaged, please contact us within 48 hours of receipt at woof@ginnycare.co.uk with your order number and photographic evidence of the damage. We will arrange a replacement or refund as appropriate.

Contact

For any questions about your delivery, please contact us at woof@ginnycare.co.uk.

Privacy Policy

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1. Introduction

Ginny Care Limited ("we", "us", "our") is committed to protecting your personal data and respecting your privacy. This Privacy Policy explains how we collect, use, store, and protect information about you when you visit our website or purchase our products.

We are the data controller responsible for your personal data under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. What Data We Collect

We may collect and process the following personal data:

- Name and contact details (email address, telephone number, delivery address)
- Order and payment information (excluding full card details, which are processed securely by our payment provider)
- Account information if you register on our website
- Marketing preferences
- Website usage data (via cookies — see our Cookie Policy)
- Communications you send to us

3. How We Use Your Data

We use your personal data for the following purposes:

- Processing and fulfilling your orders
- Communicating with you about your orders and enquiries
- Sending marketing communications where you have given your consent
- Improving our website and services
- Complying with our legal obligations

4. Legal Basis for Processing

We process your personal data on the following legal bases:

- Contract: to fulfil orders you have placed with us
- Consent: for marketing communications
- Legitimate interests: to improve our products and services and to prevent fraud
- Legal obligation: where required by law

5. Data Sharing

We do not sell your personal data to third parties. We may share your data with:

- Delivery and logistics partners (solely to fulfil your order)
- Payment processors (solely to process your payment securely)
- IT and website service providers
- Professional advisors where necessary

All third parties are required to process your data in accordance with applicable data protection law.

6. Data Retention

We retain your personal data for as long as is necessary to fulfil the purposes for which it was collected, including to satisfy legal, accounting, or reporting requirements. Order records are typically retained for six years in line with HMRC requirements.

7. Your Rights

Under UK GDPR, you have the following rights:

- The right to access your personal data
- The right to rectification of inaccurate data
- The right to erasure ('right to be forgotten')
- The right to restrict processing
- The right to data portability
- The right to object to processing
- The right to withdraw consent at any time

To exercise any of these rights, please contact us at woof@ginnycare.co.uk. We will respond within one calendar month.

8. Data Security

We take appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, or destruction. All data is stored securely, and access is restricted to those who need it.

9. Changes to This Policy

We may update this Privacy Policy from time to time. The current version will always be available on our website. We will notify you of any significant changes by email where we hold your contact details.

10. Complaints

If you have concerns about how we handle your personal data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) at www.ico.org.uk.

11. Contact

For any data protection queries, please contact us at woof@ginnycare.co.uk.

Cookie Policy

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What Are Cookies

Cookies are small text files that are placed on your device when you visit a website. They are widely used to make websites work more efficiently and to provide information to website owners.

How We Use Cookies

We use cookies on the Ginny Care website for the following purposes:

- Essential cookies: necessary for the website to function correctly, including maintaining your shopping basket and enabling secure checkout
- Analytics cookies: to understand how visitors use our website so we can improve it
- Marketing cookies: to deliver relevant content and track the effectiveness of our marketing where you have given your consent

Managing Cookies

When you first visit our website, you will be asked to consent to the use of non-essential cookies. You can change your cookie preferences at any time using the cookie settings tool on our website.

You can also control cookies through your browser settings. Please note that disabling certain cookies may affect the functionality of our website. For more information on how to manage cookies, visit www.aboutcookies.org.

Third Party Cookies

Some cookies on our website are set by third parties, including analytics and payment providers. These third parties have their own privacy and cookie policies which we encourage you to review.

Contact

If you have any questions about our use of cookies, please contact us at woof@ginnycare.co.uk.

Accessibility Statement

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Our Commitment

Ginny Care Limited is committed to making its website accessible to as many people as possible, regardless of technology or ability. We are continually working to improve the accessibility of our website.

What We Are Doing

We aim to meet the Web Content Accessibility Guidelines (WCAG) 2.1 at Level AA. Steps we have taken include:

- Using clear, plain English throughout our website
- Ensuring sufficient colour contrast between text and backgrounds
- Providing descriptive alternative text for images
- Ensuring the website is navigable by keyboard
- Using a responsive design that works across devices and screen sizes

Known Limitations

We acknowledge that some areas of our website may not yet fully meet accessibility standards. We are actively working to address these and welcome feedback from users who experience any difficulties.

Feedback and Contact

If you experience any accessibility barriers on our website, or if you require any content in an alternative format, please contact us at woof@ginnycare.co.uk. We will do our best to accommodate your needs and will respond within five working days.

Enforcement

If you are not satisfied with our response, you may contact the Equality Advisory and Support Service (EASS) at www.equalityadvisoryservice.com.