

The Pantry

Terms, Policies & Customer Information

Last updated: 27 August 2026

Welcome to The Pantry, a small independent business supplying natural dog chews and treats online and from our little wooden shop, The Pantry.

We want every customer and every dog to have a safe and enjoyable experience when buying from us. This page explains our policies regarding purchases, payments, delivery, returns, products, safety and privacy.

By placing an order with us, you agree to these terms.

1. About The Pantry

The Pantry sells natural dog treats and chews intended for dogs.

We carefully select our products and aim to provide clear and accurate information about ingredients, pack sizes, feeding guidance and storage.

Some of our products are natural animal products and, as a result, individual pieces may vary in size, shape, colour, texture and appearance. This is a normal characteristic of natural products and is not considered a fault.

We do not manufacture, process or alter a product unless this is specifically stated in the product description.

Where applicable, our products are sourced from reputable suppliers and are supplied in accordance with applicable UK requirements relating to pet food and animal feed.

2. Product Information

We make every reasonable effort to ensure that product descriptions and photographs on our website are accurate.

However, natural treats and chews are not manufactured to identical shapes or sizes. Product photographs are therefore for illustration purposes and the item you receive may differ slightly in appearance.

Product weights are stated as accurately as reasonably possible. With natural products, individual pieces may vary, so a pack containing a stated weight may contain a different number of individual pieces from another pack of the same product.

Please read the product description and packaging information before giving any treat or chew to your dog.

If you are unsure whether a product is suitable for your dog, please consult your veterinary surgeon before use.

3. Feeding & Safety

Dog chews and treats should always be given responsibly.

Please follow these important guidelines:

- Always supervise your dog when giving them a chew or treat.
- Choose a product appropriate for your dog's size, age, breed and chewing habits.
- Remove the chew if it becomes small enough to swallow whole.
- Do not allow your dog to consume excessive quantities of treats.
- Treats should be given as part of a balanced diet and should not replace your dog's normal food.
- Always provide your dog with access to fresh drinking water.
- Store treats and chews according to the instructions provided on the packaging.
- Keep products away from children and animals for whom they are not intended.
- If your dog has a medical condition, dietary restriction or known allergy, speak to your veterinary surgeon before introducing a new treat or chew.

Natural chews can present a choking risk, particularly if swallowed in large pieces. No chew can be guaranteed to be completely risk-free.

The Pantry cannot accept responsibility for injury, illness or damage resulting from inappropriate use, failure to supervise a dog, or failure to follow the manufacturer's or our feeding instructions.

4. Natural Product Variation

Many of our products are natural animal-derived treats and chews.

Natural products can vary considerably. You may notice differences in:

- **colour**
- **shape**
- **thickness**
- **texture**
- **smell**
- **size**
- **weight**
- **appearance**

These differences are part of the nature of the product and do not necessarily indicate that the product is defective or unsafe.

Where a product is sold by weight, the stated weight relates to the quantity supplied rather than a guaranteed number or identical size of individual pieces.

5. Allergies & Ingredients

We provide ingredient and product information wherever applicable.

If your dog has an allergy or intolerance, please check the ingredients carefully before ordering.

If you require further information about a particular product, please contact us before purchasing and we will do our best to provide the information available to us.

Please note that we cannot guarantee that products handled by our suppliers have not been exposed to other ingredients or allergens unless this is specifically stated.

6. Orders

Orders placed through our website are subject to availability.

When you place an order, you are making an offer to purchase the products selected. An order confirmation acknowledges that we have received your order; it does not necessarily mean that the order has been accepted.

We reserve the right to cancel an order where:

- a product is unavailable;
- there has been an obvious pricing or listing error;
- we reasonably believe an order has been placed fraudulently;
- we are unable to fulfil the order for reasons outside our reasonable control;
or
- a product has been incorrectly described or listed.

If we cancel an order after payment has been taken, we will provide a full refund for the affected order.

7. Prices & Payment

All prices shown on our website are in pounds sterling (£).

We aim to ensure that all prices are accurate. If an obvious pricing error occurs, we will contact you before dispatching the order.

Payment must be made using one of the payment methods offered through our website.

We do not have access to or store your full payment card details where payments are processed through our third-party payment provider.

8. Delivery

We aim to dispatch orders within the timeframe stated on the website.

Delivery times are estimates and may occasionally be affected by circumstances outside our control, including postal delays, severe weather, strikes or other disruption.

Once your order has been dispatched, you will receive any available delivery information appropriate to the service used.

Please make sure that the delivery address supplied when ordering is correct.

If an order is returned to us because an incorrect or incomplete address was provided, additional postage may be payable before we resend the order.

9. Click & Collect / Collection from The Pantry

Where collection is offered, customers will be informed when their order is ready.

Collection is from:

The Pantry

50 Roxburghe Close, Bordon, GU359QZ

Please do not attend to collect an order until you have received confirmation that it is ready.

If collection times are restricted, these will be shown on the website or communicated when the order is placed.

10. Returns & Your Consumer Rights

We want you to be happy with your purchase.

Nothing in this policy affects your statutory rights under UK consumer law.

For products that are eligible for cancellation, consumers purchasing online generally have cancellation rights under the Consumer Contracts Regulations 2013. Certain exceptions apply, including goods that are sealed for health protection or hygiene reasons and become unsuitable for return once unsealed.

Because dog treats and chews are consumable products, we cannot accept returns of products that have been opened, used or handled in a way that affects their hygiene or safety.

If you wish to cancel an eligible online order, please contact us as soon as possible and, where applicable, within the statutory cancellation period.

Returned goods must be sent back in an appropriate condition and securely packaged.

Where a statutory cancellation right applies, refunds will be processed in accordance with applicable consumer legislation.

11. Faulty, Damaged or Incorrect Items

If your order arrives damaged, faulty or contains an incorrect product, please contact us as soon as reasonably possible.

Please provide:

- your order number;
- a description of the problem; and
- photographs where appropriate.

We will assess the issue and, where appropriate, offer a replacement, refund or other remedy in accordance with your statutory consumer rights.

Please do not dispose of a product that you believe is faulty until we have had an opportunity to investigate it, unless it presents an immediate safety risk.

12. Product Complaints & Safety Concerns

Your dog's safety is extremely important to us.

If you believe that a product may be unsafe, contaminated, incorrectly labelled or otherwise unsuitable, stop using the product immediately and contact us.

Please keep the product, packaging, batch or lot information and any remaining contents where it is safe to do so, as this may help us investigate the issue.

If necessary, we may ask for photographs or other information.

Where a genuine product safety issue is identified, we will take appropriate action, which may include contacting affected customers, withdrawing products from sale or cooperating with the relevant authorities and suppliers.

13. Product Recalls

If we become aware that a product we have sold may present a safety risk, we will take appropriate steps to protect customers and their dogs.

This may include:

- removing the product from sale;
- contacting customers who have purchased affected batches;
- issuing recall or withdrawal information;
- contacting our supplier;
- notifying the appropriate authority where required; and
- providing information about refunds or replacements.

Customers should follow any recall instructions we issue.

14. Storage

Customers should store treats and chews in accordance with the instructions supplied with the product.

Unless otherwise stated:

- keep products somewhere cool and dry;
- keep packaging sealed where appropriate;
- keep products away from direct sunlight and excessive heat;
- keep products away from moisture; and
- keep products securely away from children and animals when not being used.

Do not give your dog a product that appears spoiled, contaminated or otherwise unsuitable.

15. Responsible Product Claims

We will provide product information as accurately as possible and will not knowingly make misleading claims about our products.

Our treats and chews are intended as pet products and are not veterinary medicines.

Nothing on our website should be interpreted as veterinary advice or as a claim that a treat or chew can diagnose, prevent, treat or cure a disease or medical condition.

If your dog has a health condition or specific dietary requirement, please seek advice from your veterinary surgeon.

UK guidance places restrictions on claims made about animal feed and pet food, including claims relating to disease and particular nutritional purposes.

16. Website Information

We make reasonable efforts to ensure that the information on our website is accurate and kept up to date.

Occasionally, information may contain typographical errors, omissions or temporary inaccuracies.

We reserve the right to correct errors, update information and amend product details where necessary.

17. Privacy

We respect your privacy.

We only collect and use personal information where necessary to process orders, communicate with customers, provide our services, maintain business records and meet legal obligations.

Personal information may include:

- your name;**
- delivery and billing address;**
- email address;**
- telephone number;**
- order information; and**
- information required to process payments.**

We will not sell your personal information to third parties.

Where third-party services are used to process payments, deliver orders, host our website or provide other essential business services, information may be shared with those providers only where necessary for them to provide their service.

For full details of how we collect, use and protect personal information, please see our Privacy Policy.

18. Cookies

Our website may use cookies and similar technologies to make the website function properly, understand how visitors use the website and, where applicable, support website functionality.

Where required, we will ask for consent before placing non-essential cookies on your device.

Please see our Cookie Policy for further information.

19. The Pantry – Physical Shop

The Pantry is a small wooden retail shed and operates as a customer collection and/or retail point where advertised.

Opening hours may vary and will be displayed on our website and/or at The Pantry.

For safety reasons, customers should not enter areas marked as private, staff-only or storage areas.

Dogs may only be brought onto the premises where permitted and must remain under the control of their owner at all times.

20. Business & Legal Compliance

The Pantry operates in accordance with applicable UK requirements relevant to the products and services we provide.

Pet food and pet treats are subject to animal-feed legislation, including requirements relating to safety, marketing and labelling. GOV.UK guidance specifically identifies pet treats as animal feed products and provides guidance for businesses involved in pet food.

Where products contain animal by-products, additional requirements may apply. Businesses processing animal by-products into pet food may require registration or approval, and specific requirements apply to dog chews.

We will maintain appropriate supplier, product and traceability records as required for our business activities.

21. Changes to These Policies

We may update these policies from time to time to reflect changes to our business, products or applicable legislation.

The latest version will always be published on our website.

The date at the top of this page shows when the policy was last updated.

22. Contact Us

If you have a question about an order, product, delivery, return or any of our policies, please contact us.

The Pantry

50 Roxburghe Close, Bordon, GU359QZ

walkingpawsaroundbordon@outlook.com

07712295524

Website: walkingpawsaroundbordon@outlook.com

We aim to respond to customer enquiries as promptly as reasonably possible.

23. Important Note

This policy is intended as a practical customer-facing policy for The Pantry. It is not a substitute for professional legal advice.

Before publishing, the business owner should check the policy against the exact way the business operates, particularly if The Pantry manufactures, repackages, relabels, imports or processes its own dog chews or treats, as additional animal-feed and animal-by-product requirements may apply.

GOV.UK states that businesses making, marketing or using animal feed may have registration/approval requirements depending on their activities.

The Pantry – Natural Treats for Happy Dogs