

PRETTY RAGDOLLS

Conditions of Sale

Cat breeding & welfare · Isle of Wight · prettyragdolls@outlook.com · prettyragdolls.co.uk

These Conditions of Sale apply to every kitten sold by Pretty Ragdolls and form part of the Sale Agreement signed by both parties at handover. Buyers are always given time to read these conditions in full before signing. Nothing in these conditions affects the buyer's statutory rights under the Consumer Rights Act 2015.

Minimum Age and Legal Compliance

1. The seller confirms that every kitten is at least eight (8) weeks of age at the date of sale, in compliance with the Animal Welfare Act 2006.
2. Every sale is a direct sale from Pretty Ragdolls as the breeder. No kitten has been or will be sold through any third party, pet shop, or commercial dealer, in full compliance with The Animal Welfare (Licensing of Activities Involving Animals) (England) (Amendment) Regulations 2019 ("**Lucy's Law**").
3. The kitten's microchip has been, or will be, registered to the buyer on an approved database at or before the point of handover, in compliance with the Microchipping of Cats and Dogs (England) Regulations 2023.

Neutering Obligation

4. Where a kitten is sold as Pet Only (as recorded in the Sale Agreement), the buyer agrees to have the kitten neutered or spayed no later than 6 months of age, unless a veterinary surgeon provides written certification that neutering is medically contraindicated.
5. The buyer agrees to provide written or photographic evidence of neutering to the seller upon request.
6. Failure to comply with the neutering requirement will constitute a material breach of this agreement and may result in the seller requesting the return of the kitten and/or reporting the matter to the relevant local authority.

Breeding Restrictions

7. Where the sale category is Pet Only, the buyer agrees unconditionally not to use the kitten for breeding, stud purposes, or any commercial reproductive activity. The kitten is sold without breeding rights.
8. The buyer agrees not to allow the kitten to produce a litter. The seller reserves the right to pursue legal remedies and/or seek damages for any breach of this clause.
9. Where breeding rights have been expressly agreed and documented in the Sale Agreement, a separate Breeding Rights Agreement will be executed and forms part of the contract.

Care Obligations

10. The buyer agrees to meet the Five Needs of the kitten as set out in the Animal Welfare Act 2006:
 - (a) the need for a suitable environment;
 - (b) the need for a suitable diet;
 - (c) the need to be able to exhibit normal behaviour patterns;
 - (d) the need to be housed with or apart from other animals appropriately;
 - (e) the need to be protected from pain, suffering, injury and disease.

11. The buyer agrees to register the kitten with a veterinary practice promptly after collection and to arrange a health check within 48 hours of collection.
12. The buyer agrees to continue feeding the kitten the diet specified in the Sale Agreement and diet sheet for a minimum of 14 days after collection. Any dietary changes thereafter should be made gradually over 7 to 10 days.
13. The buyer agrees to keep the kitten's microchip registration up to date and to notify the relevant database of any change of contact details or address.
14. The buyer agrees not to declaw, devocalise, or carry out any other procedure on the kitten for non-therapeutic purposes.
15. The buyer agrees to arrange appropriate veterinary care promptly whenever the kitten is unwell, injured or in distress.

Insurance

16. The buyer is strongly advised to arrange pet insurance from the date of collection. Pretty Ragdolls accepts no liability for veterinary costs arising after the kitten has left the seller's premises, beyond the limited 14-day health guarantee set out in clauses 26 to 28 below.

Return and Rehoming Policy

17. The buyer agrees never to sell, transfer, give away, surrender to a rescue or rehoming organisation, or otherwise rehome the kitten without first contacting Pretty Ragdolls and allowing a minimum of seven (7) days for the seller to arrange to take the kitten back.
18. If the buyer can no longer care for the kitten for any reason, the kitten must be offered back to Pretty Ragdolls in the first instance. The seller will make every reasonable effort to rehome the kitten responsibly.
19. The buyer agrees not to surrender the kitten to any rescue organisation, shelter, pound, or local authority without first exhausting all avenues to return the kitten to Pretty Ragdolls.
20. The buyer agrees not to advertise the kitten or any of its offspring for sale without prior written consent from Pretty Ragdolls.

Property and Indemnity

21. Title in the kitten passes to the buyer only upon receipt of payment in full. Until that point, the kitten remains the property of Pretty Ragdolls.
22. The buyer agrees to indemnify and hold harmless Pretty Ragdolls from any claims, costs, losses, or damages arising from the buyer's ownership, care, or management of the kitten after the date of handover, except where such claims arise from a material breach of warranty by the seller.

Seller's Warranties

23. The seller warrants that the kitten is sold in good health to the best of the seller's knowledge and belief at the date of handover.
24. The seller warrants that the kitten has been raised in accordance with the Animal Welfare Act 2006 and Pretty Ragdolls' own welfare policies and procedures.
25. The seller warrants that all information set out in the Sale Agreement is accurate to the best of the seller's knowledge at the date of signing.

14-Day Health Guarantee

26. The seller offers a 14-day health guarantee from the date of collection, covering illnesses that can be reasonably attributed to a condition present at the time of sale. This guarantee is subject to all of the following conditions being met:
- (a) the buyer arranges a veterinary health check within 48 hours of collection;
 - (b) the buyer follows all care instructions provided at handover;
 - (c) the buyer notifies the seller in writing within 14 days of any health concern arising;
 - (d) a veterinary report confirms the condition was present or incubating at the time of sale.
27. This guarantee expressly excludes:
- (a) illnesses or injuries arising after the kitten leaves the seller's premises;
 - (b) conditions caused by the buyer's acts or omissions;
 - (c) accidents or injuries sustained after collection;
 - (d) parasites contracted after collection;
 - (e) upper respiratory infections arising during the settling-in period, which are common in rehomed kittens and do not constitute a warranty breach;
 - (f) conditions arising from failure to vaccinate in accordance with veterinary advice;
 - (g) any condition not reported within the 14-day guarantee period.
28. The seller's maximum liability under this guarantee is limited to the purchase price of the kitten. The seller shall not be liable for veterinary costs, consequential losses, emotional distress, or any other costs unless negligence on the seller's part is established.

Genetic and Hereditary Conditions

29. Ragdoll cats can be affected by Hypertrophic Cardiomyopathy (HCM) and other hereditary conditions. The seller has taken reasonable steps to screen breeding animals where possible, and this information is disclosed in the Sale Agreement. However, genetic conditions can develop or become apparent at any age and cannot be guaranteed against.
30. The seller is not liable for genetic or hereditary conditions that develop after the date of sale, provided the seller has taken reasonable screening steps and disclosed all known family history.

Limitation of Liability

31. The seller's total liability under or in connection with this agreement is limited to the purchase price of the kitten.
32. The seller is not liable for any indirect, consequential, economic, or special losses arising from the sale.
33. Nothing in this agreement limits either party's liability for fraud, death, or personal injury caused by negligence.
34. The buyer's statutory rights under the Consumer Rights Act 2015 are not excluded or limited by this agreement.

Post-Sale Obligations of the Seller

35. Pretty Ragdolls will make a welfare follow-up contact with the buyer at approximately one (1) week and one (1) month after collection, as part of our post-sale welfare commitment.

36. The seller remains available for advice and support after collection. Contact: prettyragdolls@outlook.com
37. The seller will retain a copy of the Sale Agreement and all associated records for a minimum of three (3) years from the date of sale, in accordance with our record keeping policy.
38. If the seller becomes aware of any health or welfare concern relating to a litter-sibling after the date of sale that may be relevant to the buyer's kitten, the seller will notify the buyer promptly.

Legislative Compliance

These conditions have regard to the following legislation and regulations:

Animal Welfare Act 2006 · Core welfare obligations for all animals in England.

Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018 · Licensing of breeding activities, sale record retention and welfare standards.

The Animal Welfare (Licensing) (England) (Amendment) Regulations 2019 (Lucy's Law) · Prohibition on third-party sales; direct breeder sale required.

Microchipping of Cats and Dogs (England) Regulations 2023 · Mandatory microchipping and database registration before sale.

Consumer Rights Act 2015 · The buyer's statutory rights where a kitten does not conform to the contract description.

UK GDPR and Data Protection Act 2018 · Lawful processing and retention of buyer personal data.

Data Protection

39. Pretty Ragdolls will process the buyer's personal data (name, address, telephone number, email address) solely for the purposes of administering the sale and fulfilling post-sale welfare follow-up obligations, in compliance with UK GDPR and the Data Protection Act 2018.
40. This data will be held securely and retained for a minimum of three (3) years in line with our record keeping policy. It will not be shared with third parties without the buyer's consent, except where required by law or by the relevant licensing authority.
41. The buyer has the right to request access to, correction of, or deletion of their personal data at any time by contacting prettyragdolls@outlook.com.

Dispute Resolution and Governing Law

42. In the event of a dispute, both parties agree to attempt to resolve the matter informally in the first instance, by contacting each other directly within 14 days of the dispute arising.
43. If informal resolution is not achieved within 28 days, either party may refer the matter to the Citizens Advice consumer helpline, Trading Standards, or a mutually agreed mediator.
44. Concerns regarding animal welfare may be reported to the RSPCA or the local authority (Isle of Wight Council) at any time.
45. This agreement is governed by the laws of England and Wales. Any legal proceedings arising from this agreement shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Schedule 1 – Documents Provided at Handover

The seller confirms the following documents are provided to the buyer at the time of handover:

- ☐ Signed copy of the Sale Agreement
- ☐ Microchip certificate confirming the buyer as the registered keeper on the approved database

- ☐ Vaccination record / health card (if vaccinations have been administered)
- ☐ Flea and worm treatment record
- ☐ Diet sheet and settling-in care guide
- ☐ Pretty Ragdolls kitten pack
- ☐ Pretty Ragdolls contact details for post-sale support

Schedule 2 – Buyer Acknowledgements

The buyer confirms all of the following before signing the Sale Agreement:

- ☐ I have read and understood all terms and conditions in full.
- ☐ I have been given adequate time to read the agreement before signing and have not been pressured to sign.
- ☐ I understand the kitten is sold as Pet Only and must not be used for breeding.
- ☐ I confirm the neutering deadline of 6 months of age has been noted and agreed.
- ☐ I understand I must not sell, rehome, or surrender the kitten without first contacting Pretty Ragdolls.
- ☐ I understand a veterinary health check must be arranged within 48 hours of collection.
- ☐ I confirm I have suitable, safe accommodation prepared for the kitten.
- ☐ I have been briefed on the kitten's diet, the settling-in process, and post-collection care.
- ☐ I understand that vaccinations and neutering are my responsibility after collection, unless otherwise stated in the Sale Agreement.
- ☐ I have received all documents listed in Schedule 1 that are marked as provided.
- ☐ I confirm the kitten is being purchased as a family pet and not for resale, commercial purposes, or any other purpose.
- ☐ I agree to update the microchip database if my contact details or address change.

Important · These conditions have regard to the Animal Welfare Act 2006, Lucy's Law 2019, the Microchipping of Cats and Dogs (England) Regulations 2023 and the Consumer Rights Act 2015.

The seller retains a signed copy of every Sale Agreement for a minimum of 3 years.