

Terms and Conditions – Tavorus

Last updated: 11-08-2026

Welcome to Tavorus (www.tavorus.com), an online pet store. These Terms and Conditions govern your use of our website and any purchases made through it. By placing an order or using our website, you agree to these Terms.

1. Who We Are

Tavorus is operated by:

Nelson Quinn, Groningen, The Netherlands, Trade register (KVK) number: not available yet
Email: tavorustore@gmail.com

2. Orders

- By placing an order through our website, you make an offer to purchase the selected product(s).
- A contract is formed once we confirm your order by email or order confirmation.
- We reserve the right to refuse or cancel an order, for example in case of stock issues, pricing errors, or suspected fraud. You will be notified and refunded in full if this happens.

3. Prices and Payment

- All prices are shown in the currency displayed at checkout and include applicable taxes unless stated otherwise.
- We reserve the right to change prices at any time, but changes will not affect orders already confirmed.
- Payments are processed securely through our payment provider(s) integrated via our website platform (Wix). We do not store your full payment card details ourselves.

4. Shipping and Delivery

- We currently offer free shipping on all orders, as stated on our website.
- Estimated delivery times are provided at checkout and are indicative, not guaranteed.
- Risk of loss or damage passes to you once the product is delivered to the address you provided.
- We are not responsible for delays caused by customs, couriers, or events outside our reasonable control.

5. Right of Withdrawal (EU/UK Customers)

If you are a consumer located in the European Union or United Kingdom, you have the right to withdraw from your purchase within **14 days** of receiving your order, without giving any reason.

- To exercise this right, contact us at tavorustore@gmail.com before the 14-day period expires.
- You must return the product in its original condition within 14 days of informing us.
- Return shipping costs are your responsibility unless the product is faulty or incorrect.
- Once we receive the returned product, we will refund the purchase price (including original standard delivery cost, if any) within 14 days.

This right does not apply to products that are sealed for hygiene reasons and unsealed after delivery (where applicable), or personalized/custom items.

For customers outside the EU/UK, our return policy is offered on a goodwill basis unless required by local law; see our [Store Policies] page for details.

6. Warranty and Product Conformity

- We take reasonable care to ensure products are accurately described.
- If a product is faulty, damaged, or not as described, contact us at tavorustore@gmail.com and we will offer a repair, replacement, or refund in line with applicable consumer law.
- Nothing in these Terms limits any statutory rights you have as a consumer that cannot be excluded under the law of your country of residence.

7. Liability

- To the extent permitted by law, Tavorus is not liable for indirect, incidental, or consequential damages arising from the use of our products or website.
- Nothing in these Terms excludes or limits liability for death, personal injury caused by negligence, fraud, or any liability that cannot legally be excluded.

8. Intellectual Property

All content on this website (text, images, logos, and design) is owned by or licensed to Tavorus and may not be copied or reused without permission.

9. Privacy

Your personal data is processed in accordance with our [Privacy Policy], which explains what data we collect and how we use it.

10. Complaints

If you have a complaint, please contact us first at tavorustore@gmail.com so we can try to resolve it directly. EU consumers may also use the European Commission's Online Dispute Resolution platform: <https://ec.europa.eu/consumers/odr>

11. Governing Law and Jurisdiction

These Terms are governed by the laws of the Netherlands. If you are a consumer, this choice of law does not deprive you of the protection afforded by mandatory provisions of the law of your country of residence. Any disputes will be submitted to the competent court in the Netherlands, unless mandatory consumer protection law requires otherwise.

12. Changes to These Terms

We may update these Terms from time to time. The version published on our website at the time of your order applies.

13. Contact

Questions about these Terms? Contact us at tavorustore@gmail.com.