



zooplus Club - Terms & Conditions for the zooplus Club Basic

Effective from: 9th December 2025

The zooplus Club is our customer loyalty program, designed to reward our customers for their ongoing trust and engagement. These Terms and Conditions ("T&Cs") govern participation in the zooplus Club, which is operated by zooplus SE, Herzog-Wilhelm-Strasse 18, 80331 Munich, Germany.

By participating in the zooplus Club, you agree to these Terms and Conditions. The program consists of two tiers: Basic Tier and Premium Tier.

1. Participation in the zooplus Club

1.1 Eligibility

All customers with a valid zooplus.co.uk customer account and UK delivery address are automatically enrolled in the Basic tier.

1.2 Basic Tier benefits

Include:

- Earning zooPoints with qualifying purchases
- Redeeming zooPoints for rewards in the Rewards Shop
- 100 zooPoints for the 1st order as a welcome gift
- Receiving a 250 zooPoints birthday voucher after completing a Pet Profile

2. zooPoints

2.1 General

The calculations for the zooplus Loyalty Program are based on zooPoints, which are posted to a customer's zooplus account. The zooPoints can only be used for the purposes described in these terms and conditions. Points from other rewards programs (ex: from other companies) cannot be converted to zooPoints. zooplus accounts, and credit for zooPoints are non-transferable and have no cash value. The current balance of a customer's zooplus account is available at the zooplus website under "my zooplus" and can be viewed by that customer at any time.

2.2 Earning zooPoints

For every fully-paid order at zooplus, the customer's zooplus account will be automatically credited with zooPoints. For every £ of the order value, the customer will receive 1 zooPoint. For certain special offers, customers can earn additional zooPoints, in amounts described in the zooplus website.

2.3 Exclusion from zooPoints Credit, Maximum zooPoints Credit

A zooPoint credit cannot be earned for products with a selling price of £0 (ex: trial packages, zooplus Rewards, free gifts), redeemed coupons and other discounts, or rebates or re-deliveries. In other specific cases, a zooPoint credit may also not be possible. A maximum of 10,000 zooPoints per calendar year can be credited to your account. After reaching this amount, no further zooPoints will be credited to your account until the next calendar year. zooplus reserves the right not to credit zooPoints for contract offers that appear to be submitted for the purpose of commercial resale of the goods.

2.4 zooPoints Credit Procedures, Multiple Accounts

zooPoints are automatically credited to a customer's zooplus account when the customer's order has been paid in full, and the payment has been completely booked in zooplus' system. The credit is awarded to the customer account over which the order was placed. If a customer orders via multiple customer accounts, the zooPoints will be credited to the individual account the respective order was placed under. It is not possible to transfer zooPoints from one customer account to another.

2.5 Expiration of zooPoints

If zooPoints are not redeemed for a Reward within 12 months from the time they were credited to your account, they will expire at the end of the quarter. The date and amount of the expiration will be clearly indicated in the customer account. zooPoints will also expire if the customer account is blocked on legitimate grounds. Special promotion points may have a shorter expiry date.

3. Redeeming zooPoints for Rewards

3.1 General

Every customer with customer account can redeem his or her zooPoints for reward items as soon as he or she has earned the necessary amount of zooPoints. Rewards items and the zooPoints credits necessary to acquire them will be displayed in the Rewards Shop. zooPoints Rewards can only be redeemed together with a normal order (minimum order value £10, excluding delivery fees).

3.2 Conditions for Redeeming zooPoints

The rewards items can only be redeemed via the customer's personal customer account at my zooplus. The availability of the rewards may vary by date and season, and specific rewards may not be available at certain times. For particular rewards, the terms and conditions may be modified; modifications or amendments will be disclosed.

3.3 Dispatch of Rewards

The cost of shipping for rewards items is based on the current shipping costs at zooplus. Please click [here](#) to learn more about the cost of shipping at zooplus. The zooplus reward item can be added to the shopping basket by clicking on the shopping basket symbol. The customer can then add regular products to the order at their regular prices. To learn more about the cost of shipping at zooplus. The zooplus reward item can be added to the shopping basket by clicking on the shopping basket symbol. The customer can then add regular products to the order at their regular prices.

In the case that a rewards item is damaged or incorrect when the customer receives it, he or she is kindly requested to contact zooplus customer service via contact form or per telephone Monday to Friday from 8am to 5pm and Saturday from 8am to 2pm at the following number: 01865 951 301

4. Pet Profile and Birthday Voucher

Customers who complete at least one Pet Profile in the “my zooplus” account and accept the Birthday Voucher terms will receive a one-time annual birthday voucher of 250 zooPoints, credited to their customer account during the pet’s birthday month.

Only one birthday voucher per account per calendar year will be issued.

5. Termination, Withdrawal, and Changes

5.1 Termination

Customers may cancel their participation in the zooplus Club Basic Tier at any time by contacting customer service.

5.2 Modification of T&Cs

zooplus reserves the right to amend the program rules or these T&Cs at any time with prior notice, where required by law.

Material changes will be communicated via email and/or on the website. Continued participation constitutes acceptance of the new terms.

5.3 Program Termination

zooplus reserves the right to discontinue the zooplus Club in part or in full with appropriate notice.

6. Contact and Customer Service

If you have questions about your zooplus Club membership or zooPoints please contact:

Customer Service Team

Email: service@zooplus.co.uk

Phone: 01865 951301 (Mon–Fri 8am–5pm, Sat 8am–2pm)

[Contact Form](#)

7. Legal Provisions

- The zooplus Club is governed by UK consumer protection laws.
- German law applies unless this conflicts with UK consumer law protections.
- If any part of these T&Cs is found invalid, the rest remains effective.

8. Data Protection

zooplus takes its customers’ personal data very seriously. The zooplus privacy policy is available [here](#).