

zooplus Club - Terms & Conditions for the zooplus Club Premium

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 Premium Tier, you agree to these Terms and Conditions.

1. Participation in the zooplus Club Premium Tier

1.1 Eligibility

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

In addition customers need to purchase a valid zooplus Premium Tier according to below Section 5 of these Terms & Conditions.

1.2 Premium Tier benefits

- 5% discount on every order (combinability below)
- Earning zooPoints with qualifying purchases
- Redeeming zooPoints for rewards in the Rewards Shop
- 100 zooPoints for the 1st order as a welcome gift
- 200 points when customers sign up or renew the Premium Tier
- Club days (in section 5.4.)
- Receiving a 250 zooPoints birthday voucher after completing a Pet Profile
- Prize draw (in section 5.5.)

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 £1 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 a 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.

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. Premium Tier (previously Savings Plan)

5.1 General

The Premium Tier is a fee-based discount programme, which can only be concluded in conjunction with the purchase of other goods. The Premium Tier enables the customer to take advantage of a 3% discount on their orders in the zooplus.co.uk.

The Premium Tier is exclusively for individual (non-commercial) customers with a valid customer account and only for their personal use. The customer can only purchase goods up to a value of £1000 for the trial period (excluding delivery costs and before deduction of any discounts) Premium Tier cannot be used for commercial purposes. zooplus reserves the right not to accept contractual offers that appear to be made for the purpose of reselling goods commercially.

The selected Premium Tier is only valid for the zooplus customer account with which it was purchased. It is only valid in the specific shop where it was purchased. It cannot be transferred to a different customer account or used in a different shop. Only one Premium Tier can be concluded per customer account. Furthermore, subject to change, the Premium Tier can only be used for delivery to the United Kingdom.

5.2. Contract conclusion

Customer joins the program by selecting the Premium Tier, using the respective button either on the ‘Order Preview’ page on zooplus website and joining the Premium Tier directly in the Customer Account or zooplus Club landing page, and completing a purchase. The customer is then sent an automated email confirmation that their order, including the purchase of Premium Tier, has been received. This automated confirmation (Order Confirmation) does not constitute acceptance of the offer.

The Premium Tier contract with zooplus is only concluded when zooplus confirms activation of the Premium Tier in a second email (Club Premium Confirmation). When the pre-payment option is selected the contract is concluded as soon as zooplus sends the payment information. This payment information is sent to the customer within 24 hours of receiving the order.

5.3. Discount and discount exclusions

The relevant discount is automatically applied to the customer’s online order, before delivery costs are added. Unless otherwise stated, the Premium Tier discount cannot be combined with other discount groups (e.g. breeder, charity etc.), and it is not combinable with zooplus Repeat discount. There is no cash payout of the monies saved by using Premium Tier discount.

Temporary promotions as well as items explicitly marked as non-discountable are excluded from Premium Tier discounts. zooplus reserves the right to exclude items from the discount without giving reasons.

5.4. ClubDays Promotion

Premium members are eligible to receive double (2x) zooPoints on all qualifying purchases made during the Club Days promotion period. The exact dates of Members Day will be communicated in advance via the zooplus website or other official communication channels. zooPoints earned through this promotion will be credited to the customer's account fourteen (14) days after the date of purchase, provided the order is not cancelled or returned. This offer is valid only for active Premium Tier members at the time of purchase.

5.5 Monthly Prize Draw – Premium Tier

Each calendar month, all Premium Tier members are eligible to participate in the zooplus Monthly Prize Draw. To be automatically entered, Premium Tier customers must place at least one (1) qualifying order within the relevant month. No additional registration is required.

Ten (10) winners per participating zooplus shop will be selected at random and will receive a zooplus voucher with a total value of £50 or zooPoints worth value of £50. ZooPoints or Vouchers are valid for a period of twelve (12) months from the date of issue and are non-transferable and non-refundable.

Winners will be notified via the email address associated with their zooplus account. By participating in the Prize Draw, customers who have not opted in to marketing communications agree to receive a one-time winner announcement email from zooplus for the purposes of this promotion.

zooplus reserves the right to modify or cancel the promotion at any time without prior notice, where necessary due to legal, regulatory, or operational reasons.

Customer who do not want to take part in the Monthly Prize Draw have the option to cancel your zooplus Club Premium Tier according to clause "Termination of Premium Tier".

5.6 Welcome points

When customers sign up or renew their Premium Tier, 200 zooPoints will be credited to their account. zooPoints are valid for 12 months. Customers can check their zooPoints balance in 'My Account' page.

5.7 Duration of Premium Tier

The term depends on the Premium Tier selected by the Customer and terminates automatically on the expiry date. The customer will be notified about the expiry of the existing Premium Tier by email, using the email address provided when ordering the Premium Tier. Notification will be sent up to 28 days prior to the expiry of the existing Premium Tier as well as on the expiry day of the existing Premium Tier. There is no automatic renewal.

6. Payment, payment date & default

Payment for the purchase of the Premium Tier should be made using the same payment method as for the entire order. zooplus reserves the right in individual cases to accept only certain types of payment. When paying by debit/credit card, your card will be charged within one week of dispatch of the Premium Tier.

7. Right of withdrawal

Customers who are consumers have 14 days to withdraw from this contract. Consumers are defined as any individual who enters into a legal transaction for a purpose attributed neither to a commercial nor to a self-employed occupational/professional activity. The following rules apply to the right of withdrawal

and to the exclusion thereof. Customers should contact the zooplus customer service team with any further queries relating to this.

You can revoke your contract in writing (e.g. letter, email) within 14 days without stating any reasons. The term of revocation commences upon receipt of this notification in written form, but not prior to contract conclusion and not prior to fulfilment of our duty to inform pursuant to Article 246b § 2 paragraph 1 in conjunction with § 1 paragraph 1 point 7 to 12, 15 and 19 and Article 248 § 13 paragraph 1 BGB. Timely dispatch of the cancellation is sufficient condition for meeting the revocation deadline.

The notification of cancellation should be sent to:

zooplus SE

Customer Services

Herzog-Wilhelm-Strasse 18

80331 Munich

Germany

8. Effects of withdrawal

If you withdraw from this contract, the benefits received for both parties are to be returned. You are obliged to repay any benefits received up to notification of cancellation if this was pointed out to you and you expressly agreed to this prior to returning your contract. If you are obliged to pay compensation this can mean that you must pay any contractual payments up to the point of withdrawal. Your right of withdrawal expires earlier if the contract is completely fulfilled by both parties at your explicit request before you have exercised your right of withdrawal.

Reimbursement must be fulfilled within 30 days. For the customer the time limit begins when notification of withdrawal is dispatched, for zooplus it begins once the notification of withdrawal is received.

9. Termination of Premium Tier

a. The Premium Tier can be terminated by the customer at any time with immediate effect and without giving a reason. The cancellation can be made via email to service@zooplus.co.uk or by post. There will be no reimbursement of the amount paid for the Premium Tier. Premium Tier customers will automatically revert to zooplus Basic Membership.

b. zooplus is entitled to terminate the Premium Tier without notice if there is an important reason. Legitimate reasons for termination of the Premium Tier are, in particular, if the customer:

- Violates the terms and conditions or other contractual conditions,
- Gives incomplete or incorrect information.

The termination shall be affected in writing. With notice of termination zooplus is permitted to deactivate the customer's Premium Tier.

10. Amendment of Terms & Conditions of Contract, Discontinuation

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

11. Contact and Customer Service

If you have questions about your zooplus Club membership, zooPoints, or Premium Tier benefits, please contact:

Customer Service Team

Email: service@zooplus.co.uk

Phone: 01234 430366 (Mon–Fri 8am–5pm, Sat 8am–2pm)

[Contact Form](#)

12. 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.

13. Data Protection

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