



zooplus Club – Premium Tier Free Trial Terms & Conditions

Effective from: 14th July 2026

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 Premium Tier Free Trial (following "Premium Trial"), which is operated by zooplus SE, Herzog-Wilhelm-Strasse 18, 80331 Munich, Germany.

By participating in the zooplus Club Premium Trials, you agree to these Terms and Conditions.

1. Participation in the zooplus Club Premium Trial

1.1 Eligibility

- All customers with a valid zooplus.co.uk customer account and UK delivery address are automatically enrolled in the Basic tier.
- Customers may activate a free 90-day trial of the Premium Tier during the campaign period.

1.2 Premium Trial benefits

- 3% discount on every order (combinability below)
- Earning zooPoints with qualifying purchases
- Redeeming zooPoints for rewards in the Rewards Shop
- 100 points when customers sign up for Premium Trial
- Club days (in 5.4 section)
- Receiving a 250 zooPoints birthday voucher after completing a Pet Profile
- Prize draw (in 5.5 section)

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.

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 Trial

5.1 General

The Premium Trial is a 90-day free trial of the Club Premium program. The Premium Trial can only be activated in conjunction with the purchase of other goods. The Premium Trial enables the customer to take advantage of a 3% discount on their orders in the zooplus.co.uk.

The Premium Trial 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 Trial 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 Trial is only valid for 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 Trial can be active per customer account at a time. Furthermore, subject to change, the Premium Trial can only be used for delivery to the United Kingdom.

5.2. Premium Trial activation

Customer activates the trial by selecting the Premium Trial offer, using the respective button either on the ‘Order Preview’ page on zooplus website and completing a purchase. No payment details are collected at the point of trial activation. No charge is made to the customer in connection with the Premium Trial.

The customer is then sent an automated email confirmation that their order, including the request for activation of Premium Trial, has been received. This automated confirmation (Order Confirmation) does not constitute acceptance of the offer.

The Premium Trial is only activated when zooplus confirms activation in a second email (Club Premium Trial Confirmation).

5.3. Discount and discount exclusions

Relevant discount is automatically applied to the customer’s online order, before delivery costs are added. Unless otherwise stated, the Premium Trial 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 Trial discount.

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

5.4. ClubDays Promotion

Premium Trial 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 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 Trial members at the time of purchase.

5.5 Monthly Prize Draw – Premium Trial

Each calendar month, during the trial period, all Premium Trial members are eligible to participate in the zooplus Monthly Prize Draw together with Premium Tier members. Premium Trial members are eligible for a minimum of 3 prizes drawn and a maximum of 4 depending on the trial start date. To be automatically entered, Premium Trial customers must place at least one (1) qualifying order within the relevant month. The order must be placed within the trial period to be considered 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 Trial according to clause "Cancellation of Premium Trial".

5.6 Welcome points

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

5.7 Duration of Premium Trial

The Premium Trial runs for 90 days from the date of activation and terminates automatically on the expiry date.

There is no automatic renewal and no automatic conversion to a paid Premium Tier. At the end of the trial period, the customer's account reverts to the Basic tier. If the customer wishes to continue as a paid Premium Tier member, the conclusion of a paid Premium Tier Contract is needed after the trial expires.

The customer will be notified about the expiry of the existing Premium Trial by email, using the email address provided at activation. Notification will be sent up to 28 days prior to the expiry of the existing Premium Trial, as well as on the expiry day of the existing Premium Trial.

6. Converting to Paid Premium Tier

At the end of the trial period, customers may choose to convert to a paid Premium Tier membership. Conversion requires the conclusion of a paid Premium Tier contract after the trial expires.

Conversion to the paid Premium Tier is governed by the zooplus Club Premium Tier Terms & Conditions, available at [link](#). The Premium Trial does not guarantee any specific pricing or terms for the subsequent paid tier.

7. Cancellation of Premium Trial

The Premium Trial can be canceled by the customer at any time with immediate effect and without giving a reason with no costs. The cancellation can be made via email to service@zooplus.co.uk or by post. As no payment is made for the trial, no reimbursement applies. In case of cancellation Premium Trial customers will automatically revert to zooplus Basic Membership

If the customer cancels the Premium Trial before the 90-day period ends, Premium Trial benefits cease with immediate effect and the account reverts to the Basic tier.

zooPoints earned on qualifying orders placed during the trial period prior to cancellation are retained. The 200 zooPoints welcome gift credited on activation is also retained.

8. Termination of Premium Trial

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

Violates the terms and conditions or other contractual conditions,

Gives incomplete or incorrect information.

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

9. 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.

10. Contact and Customer Service

If you have questions about your zooplus Club membership, zooPoints, Premium Trial 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](#)

11. 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.

12. Data Protection

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