

PAWFIND CONSENT FORM

(Completed and consent provided during pet tag registration)

1. I the undersigned acknowledge that I am fully aware of the purpose and function of Pawfind and that I have freely and voluntarily subscribed to Pawfind and have accepted all legal terms and conditions associated therewith.
2. During the period that I am a member/subscriber of Pawfind, I hereby give consent, to Pawfind and/or such other person or entity Pawfind may reasonably designate, the absolute right and permission to access the personal, pet information, pet medical data/information, emergency contact information, insurance information (including any photographs of any insured assets), Identification photographs and any other personal information that I have provided (uploaded) to the Pawfind website that will allow for the proper functioning and performance of Pawfind's products and services which include but are not limited to:
 - i sharing all of the abovementioned information in accordance with any of Pawfind's products and services with any emergency healthcare/vet providers that assist me directly, or indirectly, or my pet with any emergency.
3. I also acknowledge that Pawfind is committed to protecting and promoting the privacy of my Personal Information and to give effect to my constitutional right to privacy and to fulfil its obligations under the Protection of Personal Information Act No 4 of 2013 (hereinafter 'POPI').
4. I hereby give consent to Pawfind to process my Personal Information and chosen pets information (as detailed above) where the processing is necessary only for purposes of Pawfind (as detailed above).
5. I am aware that Pawfind acknowledges and agrees that my Personal Information will not, under any circumstances, be processed for purposes prohibited by POPI and/or the principles contained in POPI and that the processing of Personal Information will be done fairly and in accordance with legal provisions, given that the purpose for which processing of the Personal Information is adequate, relevant and not excessive.

6. I
7. my personal information once it has been shared and therefore it will not be responsible for the security of my personal information.
8. I have been made aware that Pawfind complies with the relevant and necessary data protection laws, so while my personal information is under Pawfind's control, it will apply the safety and security measures necessary.
9. If Pawfind remains compliant with the provisions of POPI and GDPR, I hereby indemnify Pawfind for any loss resultant from any form of identity fraud, unlawful processing of information and any compromise Pawfind's system. I indemnify and hold Pawfind harmless in respect of any claims by any other person on whose behalf I have consented, against Pawfind should they claim that I was not authorised. I understand that in terms of POPI and other laws of the country, there are instances where my express consent is not necessary in order to permit the processing of personal information, which may be related to police investigations, litigation or where personal information is publicly available. I will not hold Pawfind responsible for any improper or unauthorised use of personal information that is beyond its reasonable control.
10. I acknowledge that the consent provided to Pawfind for the purpose of accessing, using, transferring, sharing, storing and collecting my personal information can be revoked at any time. I also acknowledge that I can specifically revoke consent for any specific healthcare provider or any other person or provider who has access to my personal information, at any time by contacting LOOP.
11. I am aware that the Internet is an imperfect medium for the transmission of communications and that Pawfind will not be liable for any errors, omissions or corruptions resultant from any correspondence between myself and Pawfind . Accordingly,
12. I acknowledge and agree that I have read this Consent Form in its entirety and that I fully understand the nature, content and implications hereof and agree hereto, and that I shall be fully bound hereto from date of signature hereof.

Pawfind Pet Tag – Terms of Service

Last updated: [7/01/2026)

Welcome to Pawfind. These Terms of Service (“Terms”) govern your purchase and use of Pawfind Pet Tags (“Product”, “Service”) through our online store. By purchasing, activating, or using a Pawfind Pet Tag, you agree to be bound by these Terms.

1. About Pawfind Pet Tags

Pawfind Pet Tags are physical identification tags designed to help reunite lost pets with their owners. When a Pawfind Pet Tag is tapped or scanned:

The pet owner may receive a notification email containing an approximate geolocation of the scan.

The finder may view limited pet, owner, and veterinary information provided by the owner.

Pawfind does not guarantee the recovery of any pet.

2. User Responsibilities

By using Pawfind, you agree that you will:

Provide accurate and up-to-date pet and owner information

Keep your contact details current

Use the Service only for lawful purposes

Not misuse, interfere with, or attempt to exploit the Service or its systems

You are solely responsible for the accuracy of the information you choose to share.

3. No Guarantee of Service Availability

While we aim to provide reliable service, Pawfind does not guarantee:

Continuous or uninterrupted access

Accurate or precise geolocation data

That notifications will always be received or acted upon

Service functionality may be affected by factors outside our control, including internet connectivity, device compatibility, or third-party systems.

4. Limitation of Liability

To the maximum extent permitted by law:

Pawfind is not liable for any loss, injury, damage, or harm resulting from the use or inability to use the Product or Service

Pawfind is not responsible for actions taken (or not taken) by finders of pets

Pawfind is not liable for indirect, incidental, or consequential damages

Use of the Product is at your own risk.

5. Data & Privacy

Pawfind collects and processes limited personal data to provide the Service, including:

Pet information

Owner contact details

Approximate scan location data

By using Pawfind, you consent to this processing. Please refer to our Privacy Policy for full details on how we handle personal information.

6. Ownership & Intellectual Property

All Pawfind branding, software, designs, and content are the property of Pawfind or its licensors. You may not copy, modify, or distribute any part of the Service without written permission.

7. Termination

We reserve the right to suspend or terminate access to the Service if these Terms are violated or if misuse is detected.

8. Changes to These Terms

We may update these Terms from time to time. Continued use of the Product after changes are made constitutes acceptance of the updated Terms.

9. Contact Us

If you have questions about these Terms, please contact us at:

Email: [Mike@pawfind.co.uk]

Pawfind Pet Tag – Returns & Refunds Policy

Last updated: [7/01/2026]

1. Returns Eligibility

We accept returns under the following conditions:

The item is unused and in its original packaging

The return request is made within 7 days of delivery

Proof of purchase is provided

Activated or used tags may not be eligible for return.

2. Non-Returnable Items

The following items are not eligible for return:

Used or damaged tags (unless faulty)

Items returned outside the return window

Products damaged due to misuse or normal wear and tear

3. Faulty or Defective Products

If your Pawfind Pet Tag is defective or faulty upon arrival, please contact us within 7 days of delivery. We may offer:

A replacement

A repair

A refund, at our discretion

4. Refunds

Once a return is received and inspected:

Approved refunds will be processed to the original payment method

Refunds may take 5–10 business days to appear, depending on your payment provider

Shipping costs are non-refundable unless the item is faulty

5. Return Shipping

Customers are responsible for return shipping costs unless the product is faulty

We recommend using a tracked shipping service for returns

6. How to Initiate a Return

To request a return, please contact us at:

Email: mike@pawfind.co.uk

Include your order number and reason for return.