

Terms & Conditions

Page last updated: 31st May 2026

These Terms and Conditions (“Terms”) govern your access to and use of the Bugbatch website, services, and any related applications (collectively, the “Platform”). The Platform is owned and operated by Little Dragon Reptile Supplies Limited, trading as Bugbatch (“we,” “us,” or “our”). By accessing, browsing, or using the Platform, you acknowledge that you have read, understood, and agree to be bound by these Terms. If you do not agree to these Terms, you must immediately stop using the Platform.

Table of Contents

- [1. Eligibility & Account Registration](#)
- [2. Use of the Platform & Prohibited Conduct](#)
- [3. Orders, Pricing, and Payments](#)
- [4. Delivery & Dispatch](#)
- [5. Refunds & Returns](#)
- [6. Product Quality & Consumer Rights](#)
- [7. Complaints Procedure](#)
- [8. Intellectual Property Rights](#)
- [9. Limitation of Liability](#)
- [10. Indemnification](#)
- [11. Termination of Use](#)
- [12. Governing Law & Jurisdiction](#)
- [13. Changes to These Terms](#)
- [14. Contact & Business Information](#)
- [15. Download](#)

1. Eligibility & Account Registration

- **Minimum Age:** You must be at least 18 years of age to create an account or use our Platform.
- **Account Accuracy:** When you register for an account, you agree to provide accurate, current, and complete information. You are solely responsible for updating this information if it changes.
- **Security:** You are responsible for keeping your account login credentials secure. Any activity that happens under your account is your sole responsibility. If you suspect any unauthorised access, you must notify us immediately at team@bugbatch.co.uk.

2. Use of the Platform & Prohibited Conduct

We grant you a limited, non-exclusive, non-transferable, and revocable licence to use Bugbatch for its intended purpose. You agree not to use the Platform to:

- Violate any local, national, or international laws or regulations.
- Reverse engineer, decompile, or attempt to extract the source code of Bugbatch.
- Distribute viruses, malware, or any other malicious code designed to disrupt our infrastructure or harm other users.
- Use any automated system (bots, scrapers, spiders) to harvest data from the Platform without our explicit written permission.
- Engage in fraudulent activities or misrepresent your identity or affiliations.

3. Orders, Pricing, and Payments

- **Pricing:** All prices displayed on the Platform are subject to change without notice. Prices are subject to any applicable shipping fees or taxes, which will be calculated at checkout.
- **Payment Authorisation:** By providing a payment method, you represent that you are authorised to use it and authorise Bugbatch (or our third-party payment processors) to charge the full amount of your transaction.
- **Order Acceptance:** We reserve the right to refuse or cancel any order at our sole discretion. This may happen due to inaccuracies in pricing, stock or service unavailability, or suspected fraudulent activity. If we cancel an order after charging you, a full refund will be issued.
- **Order Acceptance:** We reserve the right to refuse or cancel any order at our sole discretion. This may happen due to inaccuracies in pricing, stock or service unavailability, delivery addresses outside our permitted UK shipping zones, or suspected fraudulent activity. If we cancel an order after charging you, a full refund will be issued.

4. Delivery & Dispatch

- **Geographical Restrictions:** We only accept orders for, and deliver to, addresses within the United Kingdom (including England, Scotland, Wales, and Northern Ireland). We do not ship internationally. Any orders placed for delivery outside the UK will be cancelled and refunded in full.
- **Dispatch Time:** We aim to dispatch all orders within 24 hours of receiving the order, excluding weekends and UK public holidays.
- **Shipping Method & Carriers:** Our standard shipping method is via Royal Mail Tracked 48. While Royal Mail aims to deliver within two to three working days, delivery timeframes are estimates and cannot be guaranteed. We reserve the right to use alternative tracked courier services at our discretion if required to ensure safe or timely delivery (for example, during postal strikes or for bulk orders).
- **Delivery Liability:** In accordance with UK law, risk of loss or damage to the products passes to you upon delivery to the address provided during checkout. If an item arrives damaged or fails to arrive, please contact us immediately at team@bugbatch.co.uk so we can investigate with the carrier.

5. Refunds & Returns

- **Right of Withdrawal:** Under the Consumer Contracts Regulations 2013, you have the right to cancel your purchase and obtain a refund for any reason within 14 days from the day that you (or a third party designated by you) physically receive the goods.
- **Exclusions:** Please note that this right to cancel does not apply to goods that are perishable, personalised, or unsealed after delivery due to health protection or hygiene reasons.
- **Exercising the Right:** To cancel, you must inform us of your decision by a clear statement sent via email to team@bugbatch.co.uk before the 14-day window expires.
- **Returns Policy:** You must return the goods to us at your own expense without undue delay, and no later than 14 days from the day you notify us of your cancellation. Goods must be returned in their original packaging and condition.
- **Refunds:** We will process your refund (including standard delivery costs, if applicable) within 14 days of receiving the returned items or receiving proof of return. Items must be returned unused and in original condition unless faulty or defective. We may make a deduction from the refund if the value of the goods has been diminished by unnecessary handling. Food items cannot be returned once unsealed or opened.

6. Product Quality & Consumer Rights

- **Statutory Rights:** Nothing in these Terms affects your statutory rights as a consumer under the UK Consumer Rights Act 2015. We are legally required to supply goods that conform to this contract, meaning they must be of satisfactory quality, fit for purpose, and exactly as described.
- **Faulty or Incorrect Goods:** If you receive a product that is faulty, damaged, or not as described, please get in touch with us at team@bugbatch.co.uk as soon as possible so we can arrange a replacement, repair, or full refund in accordance with your legal rights.

7. Complaints Procedure

- **Direct Resolution:** We want you to be completely happy with your purchase. If you have any concerns, issues with product quality, or complaints regarding our products or service, please contact us directly at team@bugbatch.co.uk, or via the 'Contact Us' form on the website.
- **Process:** Please include your order number, a clear description of the issue, and photos if relevant. We aim to acknowledge all complaints within 48 hours and provide a full resolution within 7 working days.

8. Intellectual Property Rights

- **Our Content:** All content on the Platform, including but not limited to text, graphics, logos, images, trademarks, and code, is the property of Bugbatch or its licensors and is protected by UK and international intellectual property laws.
- **Restrictions:** You may not copy, reproduce, distribute, or create derivative works from our content without explicit written consent from Bugbatch.
- **User Feedback:** Please do not submit any ideas, inventions, works of authorship, or other information that can be considered your own intellectual property that you would like to present to us unless we have first signed an agreement regarding the intellectual property or a non-disclosure agreement. If you disclose it to us absent such written agreement, you grant to us a worldwide, irrevocable, non-exclusive, royalty-free license to use, reproduce, store, adapt, publish, translate and distribute your content in any existing or future media.

9. Limitation of Liability

- **Unexcluded Liability:** Nothing in these Terms excludes or limits our liability for death or personal injury caused by our negligence, fraud, fraudulent misrepresentation, or any other liability that cannot be excluded or limited under English law.
- **Limitation:** To the maximum extent permitted by applicable law, Bugbatch, its directors, and employees shall not be liable for any indirect, incidental, special, or consequential damages,

including loss of profits, revenue, data, or business opportunities, arising out of or in connection with the use of our Platform or the purchase of our products.

- **Basis of Provision:** Subject to your statutory rights under Section 6, our Platform is provided on an “AS IS” and “AS AVAILABLE” basis.

10. Indemnification

You agree to defend, indemnify, and hold harmless Bugbatch from and against any claims, liabilities, damages, losses, and expenses (including legal fees) arising out of or in any way connected to your breach of these Terms, your misuse of the Platform, or your violation of any third-party rights.

11. Termination of Use

We reserve the right, without notice and at our sole discretion, to terminate or suspend your account and access to the Platform if we believe you have breached these Terms, violated the law, or engaged in behaviour harmful to other users or our business interests.

12. Governing Law & Jurisdiction

These Terms shall be governed by and construed in accordance with the laws of England and Wales. Any disputes arising under or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

13. Changes to These Terms

We may update these Terms from time to time to reflect changes in our business practices or legal requirements. When changes are made, we will update the “Last Updated” date at the top of this document. Continued use of the Platform after changes are posted constitutes your acceptance of the updated Terms.

14. Contact & Business Information

If you have any questions, concerns, or feedback regarding these Terms, please contact us at:

- **Trading Name:** bugbatch
- **Company Name:** Little Dragon Reptile Supplies Limited
- **Email:** team@bugbatch.co.uk

- **Geographical Address:** Bugbatch, Unit 4, Railway Terrace, Kings Langley, Hertfordshire, WD4 8JE
- **Company Registration Number:** 16708899

15. Download

You can also download our Terms and Conditions as a PDF here.

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