

Never Knowingly Undersold

Quality

You can trust that we will always have the best quality products, responsibly sourced. We work hard with all our suppliers to ensure they pay full attention to the well-being of their employees, their communities and the environment in which they're based. This includes using sustainable materials and methods wherever possible, and trading ethically at all times.

We have the very highest standards when it comes to product quality, plus we regularly benchmark our products and services against the competition to ensure we're not just market-leading in quality, but also on price.

Price

We set highly competitive prices for all our products and services, with a dedicated team regularly checking them against our competitors. If we find a competitor offering a better price for the same product, sold with the same service conditions, we'll lower our price to match, including when a competitor is having a sale. Some competitors have a different price depending on the time of year; in that instance we'll match whichever is the lower of the two. We also know that some competitors have a lower price in specific regions of the Country Where this happens again we will match the lower of the 2 prices they are offering.

Service

Lost Puppy Website design & Hosting staff are highly trained to offer helpful, impartial advice on all products. Our service doesn't end with your purchase – we provide excellent after-sales and a great choice of expert services to help you, from website setup to ongoing care and support. We also offer ongoing help and advice, and we can help with everything from designing your web shop to getting your first online order.

Many of our specialist services come at no extra cost; some are chargeable, but all are delivered to the highest possible standards.