

Sent By Email & Recorded Delivery

To Whom It May Concern

Dear

Regarding the products you sell: Rosewood Soft 'n' Safe Bedding

Rosewood Play 'n' Bedding Pods

I would like to make you aware of the evidence I have collected since the death of my pet after purchasing and using Rosewood Soft n Safe Bedding from Pets at Home.

After a lot of back and forth communication with Rosewood Pet Products, they invited me to their offices, and on the 22nd October 2019 I had a two-hour meeting with Dean Barratt, Mark Bolland and Sara Elcock.

A couple of weeks after the meeting, on 6th November 2019, I received a legal letter and I understand Rosewood have been in touch following my complaint. Before I make the public aware of the evidence, and to allow you to verify the facts that they may have told you, I am enclosing the evidence regarding what happened to my hamster.

Please see attached:

- Photos of Poppy
- Photos of Soft n Safe Product
- Photos of Play n Bedding Pods
- Clinical notes and post-mortem
- Post-mortem Photos
- Cellmark Forensics Report
- Duncan Reavell Opinion
- Receipts of Purchase

I purchased my hamster Poppy from Pets at Home on the 28th April 2018. During her lifetime we always used either the loose version or the seed pod version of Rosewood's Soft n Safe Bedding.

After around six months I and my partner noticed that Poppy was not producing faeces. Sadly, after a couple of weeks of suffering from constipation and only passing one faeces in two weeks, she passed away on the 10th September 2018 in the care of the vets whilst waiting for an operation to free a suspected blockage.

I asked for a post-mortem to be carried out which says, "**Large intestines – hairball/fibrous material located in ascending colon approx. 2cm x 1cm and total impaction**" also "**multiple incisions made along colon and hair present at all locations**" "**rupture of colon**" (report attached).

The fibre was retained in the vet's fridge. I then commissioned Cellmark Forensics to collect the sample and they have confirmed it is the same fibre as the bedding (report attached).

In Rosewood's initial response they said,

"Despite your assertions nothing in the vet's report states or even suggests that the bedding found in your hamster's digestive tract was the main, original or only cause of death."

I therefore further gained an independent opinion from a well-respected vet on the cause of death (report attached).

I should have done my own due diligence, but I relied on the packaging. It was only after Poppy's death that I realised that The RSPCA say,

"Don't give hamsters nesting materials that separate into thin strands, e.g. cotton wool or similar 'fluffy' bedding products. They pose a serious risk to their health and welfare, due to the possibility of entanglement or ingestion."

<https://www.rspca.org.uk/adviceandwelfare/pets/rodents/hamsters/environment>

There is also a Change.org petition signed by 8,000 people.

<https://www.change.org/p/lisa-wilkinson-ask-wilko-s-to-stop-killing-hamsters>

It is also regrettable that I did not do a simple Google search of "Fluffy Bedding Hamsters" which brings up a whole page of concerning results.

It is commonly known that hamsters transport their bedding by carrying it in their cheeks and they are then expected to remove all the small fibres. One theory as to how this product becomes ingested is that it sticks to the inside of a hamster's cheeks as is discussed in the Change.org petition,

"I urge people to put a small amount of this bedding into their mouth. Just a tiny bit. Then remove it. You will find that the fabric sticks to the sides, and this is no different with an animal."

<https://www.change.org/p/lisa-wilkinson-ask-wilko-s-to-stop-killing-hamsters/u/22284746>

I appreciate that you may not have received many complaints regarding this issue, but I hope you can appreciate that this is a hidden issue that is impossible to see without a post-mortem. The vet originally thought it was just constipation, the fibre did not even appear on the X-ray, it was only when I dissected the one faeces Poppy produced and could see it contained some bedding that my suspicion of a blockage caused by the bedding became stronger. It was at that point that I changed to a paper-based bedding, but it was already too late to make a difference.

I will soon be releasing this evidence to the public and I hope you can appreciate that I have sent this evidence to your company first as you also sell this product. In the same way that I unfortunately relied on Pets at Home's recommendation to use this bedding, your customers probably rely on your due diligence to help them with providing the correct welfare care for their pets.

This circumstance regarding Poppy's death has cost me thousands of pounds to prove, as once the post-mortem was conducted I then had to follow it up with expensive forensic testing whereby they collected the evidence from the vet. I wish to make it clear that I have done this purely as a charitable act and have never asked for any compensation.

In publicising this issue Rosewood have asked me to include the balanced views of both parties and they have said that I am entitled to publicise this complaint in a lawful, correct and balanced manner. Therefore, I am providing you with the key points from their solicitor's letter which shows their opinion, which I am therefore entitled to critique and show my opinion.

1) *"Whilst we and our client sympathise with the death of Poppy on 10 September 2018, this is not conclusive proof that the Naturals bedding product is unsafe for the pet market generally."*

I agree, it is not conclusive proof that the Naturals bedding product is unsafe for the pet market generally.

I would like to point out however, that before my evidence even existed The RSPCA say that "fluffy" bedding poses a "serious risk" and this opinion from The RSPCA in my view seems to refer to the pet market generally and not a one-off incident.

2) *"Poppy had been treated at another practice previously and had suffered from diarrhoea in June, which had recurred in late August. This suggests there may have been underlying issues with Poppy's health, the cause of which is unknown."*

If this is a factor as to why the impaction occurred, then maybe it should be considered that this product could be unsuitable for hamsters who have been previously treated for underlying issues with their health.

3) *"Our client has sold in the region of 1.8 million units since first sale in 2014 and our client has never received any complaints of this nature."*

Regarding the fluffy bedding ingestion issue, it seems that I am the only person who has ever asked for a post-mortem supported by forensic testing of the fibre.

4) *"our client has taken a broad range of advice following receipt of your complaint and has investigated the matter fully."*

Regarding an issue involving the anatomy of a hamster the investigation I have been made aware of relies on the opinion from an unregistered person who Rosewood have said is "not a vet" and they have given various explanations as to what has happened.

Further to this, I have provided Rosewood with an opinion on the cause of death from a registered vet. However, I have since not received an opinion in writing from Rosewood or their solicitor acknowledging this.

Rosewood have also said the research includes, *"information from the manufacturer of the product, which has also sold a significant quantity of these products in other markets outside the UK."*

One would think that the manufacturer of the product would have a more biased opinion with their information compared to information gathered from someone who is not directly associated with the product.

"our client has been in dialogue with its retailers, including Pets at Home, and they have not been made aware of any issues."

Therefore, I can only assume that Pets at Home have not been paying attention to the reviews on their website of these products and Wilko are oblivious to the Change.org petition.

<https://www.petsathome.com/shop/en/pets/rosewood-naturals-soft-n-safe-bedding-20g>

<https://www.petsathome.com/shop/en/pets/rosewood-naturals-play-n-bedding-pods-2-pack>

Also, regarding the name of the product, in Rosewoods initial response, Dean Barratt - The Product Manager expressed that there may be an issue:

“With hindsight maybe this was a unwise choice of name – you do put the product on a pedestal but it was done for the best of reasons. Based on feedback from other people then changing the name may be sensible and we are looking at this with other changes to the packaging.”

5) “We and our client cannot comment on the relationship between the RSPCA and Pets at Home, though you may be aware that the RSPCA is reported to be the most significant private prosecutor when it comes to offences under the Animal Welfare Act. If this issue is as significant as you say it is then we would have expected the RSPCA to have considered it carefully.”

I am unclear as to why The RSPCA have not launched a private prosecution. Since I started my communications with The RSPCA they have, however, gone to some lengths to disassociate themselves from Pets at Home regarding the advice they provide on hamster care.

This is another issue I will be making the public aware of:

On the day I purchased Poppy I was given a leaflet titled “The Pets at Home and RSPCA guide to Caring for your Syrian Hamster” where the front cover also said they are “Working Together”. I read that leaflet and relied on its advice and sadly the leaflet did not include the “serious risk” regarding the dangers of fluffy bedding from The RSPCA website. Since asking The RSPCA to include the risk into the leaflet, they have instead changed the name of the leaflet to just being “The Pets at Home Guide to caring for your Syrian Hamster” and the front cover no longer says they are “Working Together” on the leaflet.

6) “We would have thought that if there was a significant concern that the product was unsafe, then Trading Standards would have requested that it be removed from our client’s product range.”

Trading Standards have not removed these products. There seems to be a lack of complaints regarding this ingestion issue and in light of the 1.8m units sold, Poppy’s death is not conclusive proof that these products are dangerous for the pet market generally. The Trading Standards Officer expressed that there seems to be a lack of prescriptive legislation regarding the safety of pet bedding, which in my view I feel is unfortunate for these animals. The Trading Standards Officer said, “Unlike products for human consumption/use/ingestion etc – there exists no prescribed product compliance attestation for small pet bedding.”

In my view, Rosewood seem to be using the lack of complaints and the fact that they have sold 1.8m units as a measure to determine the magnitude of this problem. The Trading Standards officer has agreed with my opinion that, “The number of complaints received cannot be used as a guide on whether or not to investigate a hidden issue that’s impossible to see.”

Seeing that I seem to be the only person who has commissioned a post-mortem and forensic tests regarding this issue, I can see why it appears to be a one-off. However, I think it needs to be considered that unless the users of the 1.8m units sold have X-ray vision then they would not have been able to see that this problem exists.

I believe the probability of another owner asking for a post-mortem is close to zero as this hidden issue is even difficult to suspect. It was my intuition that led me to dissect the one faeces my hamster produced in the two weeks of suffering and only then I could see traces of fibre. Also, in my view many owners would just rely that the product says it is safe and not acknowledge it could be the cause which was the assumption I originally made a couple of months before Poppy died. After seeing a peculiarly long faeces, I then double checked the packaging and was reassured that it said it was “pet-safe” and is also called “Soft n Safe” so unfortunately I continued to use the product.

On the other hand, hamsters are habitual creatures who all pretty much do the same thing and it therefore may be possible that a large number of hamsters who have used this product for a period of time have traces of fibre inside them. It may not always kill them but at the very least the presence of fibre could negatively impact their health. This is reaffirmed by The RSPCA who say that fluffy bedding poses a serious risk to their health and welfare due to the possibility of ingestion.

Even though there is a lack of prescriptive legislation regarding the safety of pet bedding I would like to bring it to your attention that hamsters are protected under The Animal Welfare Act, a definition can be seen here:

“AWA 2006 makes it a criminal offence to allow a protected animal to suffer unnecessarily. This applies to both specific actions taken by a person and to situations where an animal suffers unnecessarily as a result of a person’s failure to act where that person knew, or ought reasonably to have known, that the animal would suffer unnecessarily or that there was a likelihood that it would.” <https://www.inbrief.co.uk/animal-law/animal-welfare-act-2006/>

The reason I am releasing this evidence to the press, building a dedicated website, possibly appearing on a national television show and producing a series of YouTube videos is because I could not live with myself if I did not make the public aware of the facts that I have collected since the death of my pet. The unnecessary pain and suffering my hamster went through haunts me every day and I want to prevent this unnecessary suffering from happening to other animals. My efforts are not only to help protect the welfare of animals but to also help protect the welfare of their owners which in the case of hamsters is often children.

I hope that you will take all this into consideration. I am not, of course, asking you to break any contract with Rosewood or any other company. You will, of course, make your own judgements.

Please see evidence below.

Yours sincerely,

Mark Diner

Picture of Poppy



Picture of Poppy asleep on The Kapok Bedding



Photos of "Soft n Safe" Bedding Packet



Rosewood 
It's a pet thing!

Also Ideal
for pet
birds!

NATURALS

SOFT 'N' SAFE BEDDING

Kapok pods are sustainably and ecologically harvested. They are full of fluffy cellulose fibres which are incredibly light (up to 80% air) so make a wonderfully warm and soft bedding. The fibres are also very short and break easily so they don't twist into long 'strings' like some bedding can. It also has natural antibacterial properties and is biodegradable. Use in the same way and in place of your pet's usual bedding. As with all litter and bedding materials wash your hands after handling.

Rosewood Pet Products Limited
Broseley, Shropshire TF12 5AN
www.rosewoodpet.com
twitter.com/rosewood facebook.com/rosewood



19483

Rosewood
It's a pet thing!

NATURALS PLAY 'N' BEDDING PODS



100% Natural seed pods from the Kapok tree!
Your pet will love removing the soft as silk, fluffy fibres from the pod and using them to create a warm and cosy bed! Then your pet will be left with the edible seeds and the pod which can gnawed to their heart's content!
Fun for all **Hamsters, Mice and Gerbils.**



2pcs



Rosewood[®]
It's a pet thing!

NATURALS PLAY 'N' BEDDING PODS

Kapok pods are sustainably and ecologically harvested. They are full of cellulose fibres which are incredibly light (up to 80% air) so make a wonderfully warm and soft bedding. The fibres are also very short and break easily so they don't twist into long 'strings' like some bedding can. It also has natural antibacterial properties and is biodegradable. To use simply place one pod in your pet's home and leave the rest to them! In some cases it may be necessary to crack the pod open first with your fingers to give your pet easier access to the bedding and edible seed. As with all litter and bedding materials wash your hands after handling.



10404

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Broseley, Shropshire TF12 5AN
www.rosewoodpet.com
twitter.com/rosewood facebook.com/rosewood



Earls Hall Veterinary Group

Veterinary Surgeons

Ashingdon

41 Hedingham Place, Rectory Road
Ashingdon

Animal History

Ashingdon
SS4 1UP

01702 543701

Mr Mark Diner
Kingsgate Court
11 Kings Road
WESTCLIFF-ON-SEA
SS0 8BH

Vat Reg. No. 737 1452 35

Client Home:

Client Mobile:

Client Email:

Animal: Poppy Species: Rodent - Hamster Colour: brown and white
DOB: 03 January 2018 Breed: Hamster
Age: N/A Gender: Female
Identity Chip Code:

Insurance Company:

Policy Number:

Treatment Date: **03 Sep 2018 17:04**

Surgery Westcliff 01. Consultation

Vet / Nurse Ian Daly

Item

1.00 x Consultation - Small Pet Initial

1.00 x Loxicom Oral Susp (dogs)

Clinical Notes: id - in for review. Been treated at another vets for tx of wettail. Had D+ in June, responded well to baytril. Recurrence 10 days ago, some D++. Started on baytril and rabbit probiotic then. Still damp around back end. Saw vets again 3 days ago, prescribed lactulose, but no F+ passes recently. Has not been eating much at all, not drinking by self, owner been giving water via syringe. Hunched appearance at times, not moving round as normal.

On exam, alert and responsive, moving around eye. Good eye position, skin elastic, not dehydrated. Stained around tail, some alopecia. BW 0.157kg.

Possibly constipated, nothing passed after lactulose however. Owners concerned regarding possible obstruction. Considering Poppy BAR, moving around - feel that if neoplasia, intussception, etc - would likely have had passed away. Owner consent to swab using lubricant around anus to check for any prolapse or blockage.

small amount on swab, loose material. Nothing else produced. When returned to consult room, noted one dried pellet. Passed straight after or was already there?

In case consitpation, advised pain relief, advised hold off nsaid, keep on baytril. Reassess by wednesday if no better, owner aware if appetite not improving or not passing F+, can ultimately be life threatening.

Treatment Date: **06 Sep 2018 17:16**

Surgery Shoeburyness 01. Consultation

Vet / Nurse Ian Daly

Item

1.00 x Consultation - Small Pet Repeat

Poppy Post Mortem Photos – Earls Hall Veterinary Hospital





OFFICIAL



Forensic Report

Prepared by:

Pamela Bauer BSc, Msc
Reporting Scientist, Cellmark Forensic Services

Prepared on the instruction of:

Mark Diner
Kingsgate Court, 11 Kings Road
Westcliff-on-Sea
SS0 8BH

Date: 29 November 2018

Forensic Scientist: Pamela Bauer
Lab Reference: CFS/970956/18
Date of Report: 29 November 2018



Qualifications & Experience

I hold a Bachelor of Science Degree in Biomedical Science from the University of Guelph, Ontario, Canada, and a Master of Science Degree in Forensic Science from Strathclyde University, Glasgow, United Kingdom.

I have been employed by Cellmark Forensic Services as a Forensic Scientist since August 2008. Prior to this, I was employed as a Forensic Scientist by Forensic Alliance Limited / LGC Forensics for eight years, between April 2000 and August 2008.

I am the Science Lead for Fibres, Hairs and Textile Damage at the Chorley Laboratory of Cellmark Forensic Services.

Background Information

From information provided to me, I understand that on 10 September 2018, 'Poppy', the pet hamster of Mark Diner, died following a short period of being unwell.

A post-mortem examination of the hamster was carried out at Earls Hall Veterinary Hospital, and I have been provided with the clinical notes made on Poppy from 03– 19 September 2018, and photographs from the post-mortem examination.

From this information, I understand that a hair ball / fibrous material (~1cmx2cm) was located in the large intestine. This created a total impaction of the intestine which led to the rupture of the colon and ultimately, the hamster's death.

The material found within the large intestine was recovered and retained by the Veterinary Clinic.

Instructions

At the request of Mark Diner, I was asked to examine the questioned material recovered from Poppy's large intestine and identify whether or not it is fibrous in nature. I was further asked to determine what type of fibres these are, with a view to determining whether this material could be the bedding material which was purchased and used by Mark Diner for the hamster.

On 15 October 2018, the following items were received at Cellmark Forensic Services, from Earls Hall Veterinary Hospital, in relation to this:

1. Sample of Material, Recovered from Colon of Poppy the hamster (AM-01, CELC00071905)
2. Control Sample of 'Rosewood Naturals Soft 'n' Safe Bedding' (AM-02, CELC00071904).

Forensic Scientist: Pamela Bauer
Lab Reference: CFS/970956/18
Date of Report: 29 November 2018

Examination & Results

Control Sample of 'Rosewood Naturals Soft 'n' Safe Bedding' (AM-02, CELC00071904)

This item consists of an opened package of 'Rosewood Naturals Soft 'N' Safe Bedding'. This package contains a quantity of fibrous material, and is labelled as being made from kapok fibres. I understand that this package was opened by Mark Diner.

A sample of this fibrous material was taken from the package and examined in detail using microscopical techniques, and I have confirmed that the fibres within this material are indeed, kapok fibres.

Sample of Material, Recovered from Poppy (AM-01, CELC00071905)

This item consisted of a small, dry mass of dark-coloured material which was matted in appearance.

Given that this material was recovered from the large intestine of the hamster, the small mass was subjected to a series of sequential washes in an attempt to clean as much of the residual digestive deposits from the recovered material as possible. Once the material was cleaned, it became apparent that this material was in fact fibrous in nature, and the fibrous material was dried.

A sample of the fibrous material was removed from the washed sample for detailed examination and comparison with the control sample provided.

Comparison of Fibre Samples

Whilst there was still small amounts of debris/particulate material on the surfaces of the fibres recovered from Poppy, these fibres have the microscopic characteristics typical of what I might expect of kapok fibres.

Further, using different types of light, these fibres correspond with the kapok fibres taken from the control sample of bedding provided, exhibiting sufficient similarity in their microscopic characteristics, such that in my opinion, they are consistent with originating from the same source.

Interpretation & Conclusions

Kapok fibres were found within the material (AM-01, CELC00071905) recovered from the large intestine of Poppy, the hamster.

These fibres are indistinguishable in microscopic appearance to those recovered from within the packaging labelled 'Rosewood Naturals Soft 'N' Safe Bedding', (AM-02, CELC00071904), which was purchased by Mark Diner.

In my opinion, the findings are entirely as I might expect if Poppy the hamster had ingested the bedding material purchased and used by her owner, Mark Diner.

Forensic Scientist: Pamela Bauer
Lab Reference: CFS/970956/18
Date of Report: 29 November 2018

Technical Information

Microscopic Examination and Comparison of Fibres

The identification of textile fibres is carried out through detailed examination using a combination of high power, brightfield microscopy and polarised light microscopy.

Textile fibres can be categorised into three generic groups or classes. Natural fibres are those which originate from plant or animal material and include cotton, wool and silk. Man-made fibres and synthetic fibres are those which are produced through a manufacturing process. Viscose, polyester and acrylic fibres are examples of man-made and synthetic fibres.

Kapok fibres are natural fibres, which come from the seed pods of the kapok tree. Under the microscope, the individual kapok fibres appear as smooth, hollow fibres with thin walls and are tubular in appearance. They are also often observed with air pockets trapped within the fibre.

This type of fibre is not commonly encountered in the general textile environment, but given its unique physical characteristics, kapok fibres tend to be used for stuffing cushions, mattresses and buoyancy aids, such as life jackets.

Comparison microscopy allows two samples to be viewed simultaneously through one pair of eyepieces, such that fibres of interest in an investigation can be compared to fibres taken from the 'known source' under a high power microscope using different lighting conditions.

In this investigation, the fibrous material has not been dyed and is in its natural state; lustrous, yellow-brown coloured fibres. The overall appearance of the fibres, and other microscopic features, including the shape and cross-section of the fibres were used for comparison purposes.



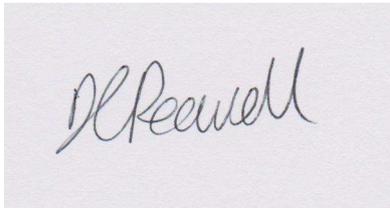
Pamela Bauer, BSc, MSc
29 November 2018

Friday, 13 September 2019

To Whom It May Concern

Regarding “Poppy”, a brown and white female hamster owned by Mr Mark Diner

Having studied the information provided to me on this case including clinical notes, photographs and laboratory reports it is my opinion that the likely cause of death of this hamster was an impaction of kapok-based bedding material in the large intestine. This resulted in ischaemia of the wall of the colon with subsequent necrosis and rupture.



Duncan G Reavell MA VetMB CertSAM MRCVS
Advanced Practitioner, Small Animal Medicine
Clinical Director, Lynwood Vets

WIMBORNE

Station Road
Wimborne
Dorset
BH21 1RQ
Tel: (01202) 882101
Fax: (01202) 888749

VERWOOD

19 Station Road
Verwood
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BH31 7PY
Tel: (01202) 826956
Fax: (01202) 826579

BOURNEMOUTH

1 Dunbar Road
Bournemouth
BH3 7AY
Tel: (01202) 555553

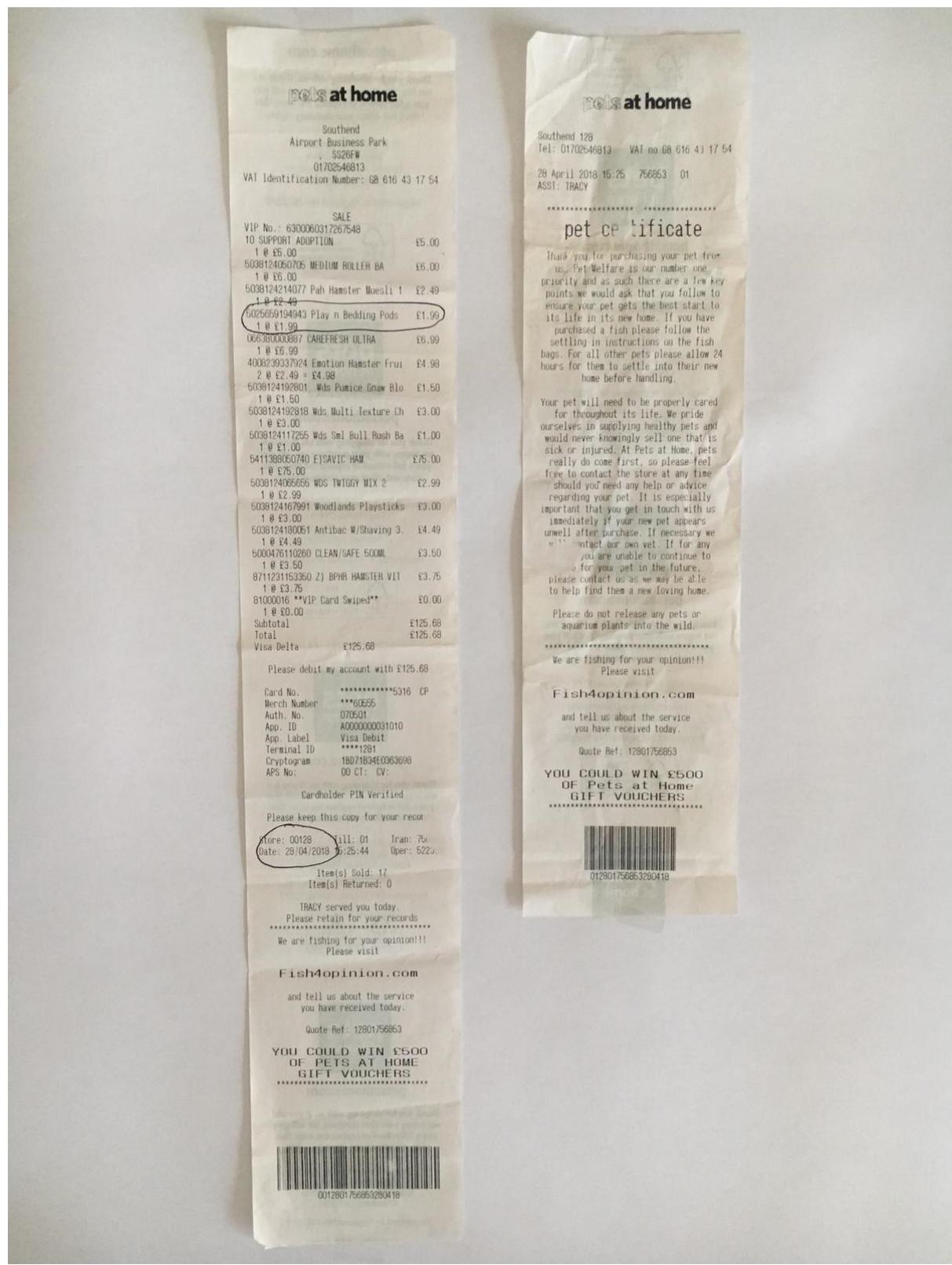
SWANAGE

87 Ulwell Road
Swanage
BH19 1QU
Tel: (01929) 422213

WAREHAM

87 Ulwell Road
Swanage
BH19 1QU
Tel: (01929) 422213

Receipts of purchase (I purchased the product more times than the occasions shown but these are the only receipts I could find)



pets at home
 Southend
 Airport Business Park
 SS26FW
 01702546613
 VAT Identification Number: GB 616 43 17 54

SALE
 VIP No.: 6300060317267548
 10 SUPPORT ADOPTION £5.00
 1 @ £5.00
 5038124050705 MEDIUM ROLLER BA £6.00
 1 @ £6.00
 5038124214077 Pah Hamster Muesli 1 £2.49
 1 @ £2.49
 5025669194943 Play n Bedding Pods £1.99
 1 @ £1.99
 06630000887 CAREFRESH ULTRA £6.99
 1 @ £6.99
 4008239337924 Emotion Hamster Frui £4.98
 2 @ £2.49 = £4.98
 5038124192801 Wds Pumice Graw Blo £1.50
 1 @ £1.50
 5038124192818 Wds Multi Texture Ch £3.00
 1 @ £3.00
 5038124117255 Wds Sm Bull Rush Ba £1.00
 1 @ £1.00
 5411988693740 E)SAVIC HAM £75.00
 1 @ £75.00
 5038124066656 WDS TWIGGY MIX 2 £2.99
 1 @ £2.99
 5038124167991 Woodlands Playsticks £3.00
 1 @ £3.00
 5038124180051 Antibac W/Shaving 3 £4.49
 1 @ £4.49
 5000476110260 CLEAN/SAFE 500ML £3.50
 1 @ £3.50
 8711231153350 Z) BPHR HAMSTER VIT £3.75
 1 @ £3.75
 81000016 **VIP Card Swiped** £0.00
 1 @ £0.00
 Subtotal £125.68
 Total £125.68
 Visa Delta £125.68

Please debit my account with £125.68

Card No. *****5316 CP
 Merch Number ***60655
 Auth. No. 070501
 App. ID A0000000031010
 App. Label Visa Debit
 Terminal ID ****1281
 Cryptogram 18071834E0363698
 AFS No. 00 CT: CV:

Cardholder PIN Verified

Please keep this copy for your record

Store: 00128 Till: 01 Tran: 75
 Date: 28/04/2018 15:25:44 Oper: 5223

Item(s) Sold: 17
 Item(s) Returned: 0

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We are fishing for your opinion!!!
 Please visit

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 and tell us about the service
 you have received today.
 Quote Ref: 12801756653

**YOU COULD WIN £500
 OF PETS AT HOME
 GIFT VOUCHERS**

0012801756653280418

pets at home
 Southend 128
 Tel: 01702546613 - VAT no GB 616 43 17 54
 28 April 2018 15:25 756853 01
 ASST: TRACY

pet certificate

Thank you for purchasing your pet from us. Pet Welfare is our number one priority and as such there are a few key points we would ask that you follow to ensure your pet gets the best start to its life in its new home. If you have purchased a fish please follow the settling in instructions on the fish bags. For all other pets please allow 24 hours for them to settle into their new home before handling.

Your pet will need to be properly cared for throughout its life. We pride ourselves in supplying healthy pets and would never knowingly sell one that is sick or injured. At Pets at Home, pets really do come first, so please feel free to contact the store at any time should you need any help or advice regarding your pet. It is especially important that you get in touch with us immediately if your new pet appears unwell after purchase. If necessary we will contact our own vet. If for any reason you are unable to continue to care for your pet in the future, please contact us as we may be able to help find them a new loving home.

Please do not release any pets or aquarium plants into the wild.

We are fishing for your opinion!!!
 Please visit

Fish4opinion.com
 and tell us about the service
 you have received today.
 Quote Ref: 12801756653

**YOU COULD WIN £500
 OF PETS AT HOME
 GIFT VOUCHERS**

012801756653280418

PETS at home

Southend
Airport Business Park
SS26FA
01702546813

VAT Identification Number: GB 616 43 17 54

SALE

VIP No.: 630006031267548
 742681 Carrier Bag £0.05
 1 @ £0.05
 5038124076501 VOS HOPE CLIMB £5.50
 1 @ £5.50
 5038124162149 Coconut Side W/Ladle £7.00
 1 @ £7.00
 5038124162187 Brights Coconut Corn £5.00
 1 @ £5.00
 5038124167991 Woodlands Playsticks £3.00
 1 @ £3.00
 400823937924 Emotion Hamster Fruit £2.49
 1 @ £2.49
 76826006580 Nibblots Berry Treat £1.99
 1 @ £1.99
 76826006771 We Immunity Care Sa £1.99
 1 @ £1.99
 4008239338061 Emotion Veg.Balls £2.99
 1 @ £2.99
 5004476102650 CLEAN/CAFF 500ML £3.50
 1 @ £3.50
 5038124065617 VOS FRUIT SNAIX £2.99
 1 @ £2.99
 502659194936 Soft n Safe Bedding £2.99
 2 @ £1.49 = £2.99
 701009213319 HP SML MINGALS £1.75
 1 @ £1.75
 5004476102650 CLEAN/CAFF 500ML £0.79
 1 @ £0.79
 5038124082357 PAN LOLLIS BLS £3.49
 1 @ £3.49
 5038124160061 Antibac W/soaving 3 £4.49
 1 @ £4.49
 81000016 **VIP Card Swiped** £0.00
 1 @ £0.00 = £0.00
 5038124065204 VOS CLINGING FBA £5.00
 1 @ £5.00
 Subtotal £57.00
 Total £57.00
 Visa Delta £57.00

hit my account with £57.00

*****6006 CP
 ****6055
 036413
 4000000031010
 Visa Debit
 ****1282
 A82003230A1A01A0
 00 CT: CV

Cardholder PIN Verified

Please keep this copy for your records

Store: 0128 Till: 02 Tran: 76623/
 Date: 21/06/2018 17:33:06 Oper: 686163

Item(s) Sold: 60
 Item(s) Returned: 0

XENIA served you today.

Please retain for your records

Tell us your "Tails"

We would love to hear about your experience today, please visit

www.tellusyourtail.com

Quote ref: 12802803776

You have a chance to win £500 of Pets at Home vouchers



0012802798237210618

PETS at home

Southend
Airport Business Park
SS26FA
01702546813

VAT Identification Number: GB 616 43 17 54

SALE

VIP No.: 630006031267548
 5000476120085 J/SUN FRUIT STR £4.95
 5 @ £0.99 = £4.95
 502659194936 Soft n Safe Bedding £4.47
 3 @ £1.49 = £4.47
 5038124176030 Lavender Woodshaving £4.49
 1 @ £4.49
 81000016 **VIP Card Swiped** £0.00
 1 @ £0.00
 Subtotal £13.91
 Total £13.91
 Visa Card £13.91

Please debit my account with £13.91

Card No. *****6006 CP
 Merch Number ****6055
 Auth. No. 066216
 App. ID A000000031010
 App. Label BARCLAYCARD VISA
 Terminal ID ****1282
 Cryptogram 2A7CAE3FEE8A7C7
 APS No. 01 CT: CV

Cardholder PIN Verified

Please keep this copy for your records

Store: 0128 Till: 02 Tran: 809776
 Date: 09/09/2018 13:54:59 Oper: 587624

Item(s) Sold: 10
 Item(s) Returned: 0

ANTONY served you today.

Please retain for your records

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Quote ref: 12802803776

You have a chance to win £500 of Pets at Home vouchers



0012802803776080818