

Frequently Asked Questions

We have provided answers to some frequent questions but should you have a further query, please email bbshop@belfastbb.org.uk or telephone 02890 324853 during our Shop Opening Hours.

Can I order through your shop in if live outside Northern Ireland and Republic of Ireland?

We can only accept orders for delivery to Northern Ireland and Republic of Ireland addresses. All other addresses should order through BB Supplies - <https://shop.boys-brigade.org.uk>

What if the item(s) I have ordered are not correct?

Please refer to our Returns Policy and Returns Process at the bottom of each page.

How long before I receive my order?

Orders received will be processed by The BB Shop during the opening hours of Mon, Wed, Fri 10am – 4pm.

This excludes NI Bank holidays and public holidays.

Goods will normally be dispatched within 3 working days.

Please allow a further 3 working days for delivery. At peak times of the year delivery may take up to 14 days.

What are the fees for delivery?

Postal charges are based on a flat fee of:

Northern Ireland £5.95

Republic of Ireland £9.50

Are the items displayed on the website identical to those supplied?

We have taken great care to ensure that images match the products available. However from time to time, as new stock arrives, there may be a slight variations.

Does the uniform you sell match the uniform in BBUK?

The uniform requirements are the same in BBNI.