

THE BB SHOP

In Northern Ireland

Terms and Conditions

The supplier of any goods or services purchased pursuant to the Terms and Conditions is:

Stedfast Supplies LTD (known as 'The BB Shop' and referred to thereafter as The BB Shop)
14 May Street
BELFAST BT1 4NR
Tel No. 02890 324853
Email: bbshop@belfastbb.org.uk

The following Terms and Conditions apply to all methods of ordering:

Methods of Ordering

Orders for all goods featured on The BB Shop website may be made via the following methods:

1. Online (through The BB Shop website – bbshopni.org)
2. Telephone – 02890 324853
Mon, Wed, Fri 10am – 4pm (excluding NI Bank and Public Holidays)
3. In person in The BB Shop, 14 May Street, BELFAST, BT1 4NR

Order Confirmation

Customers ordering online will receive an email confirmation of receipt of order.

Order Processing and Delivery

- **We will only accept orders from Northern Ireland and Republic of Ireland addresses;**
- You may select a different delivery address (within Northern Ireland and Republic of Ireland) from the card holder's address details;
- 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.

Description of Goods and Services

The goods and services sold are those listed and described on our website under itemised categories such as: Sale items, Official BB Uniform, Leisure Wear, Giftware, Awards & Badges, Trophies, Stationery, Bibles, Books.

Your Right to Cancel

Having placed an order through the website, you have the right to cancel the said order within a period of two working days beginning the day you place the order. Notice of cancellation of orders should be sent **in writing** to The BB Shop at the address above quoting the relevant order number and details of the order along with the name and address of the person who placed the order.

Your right to cancel does not apply to:

- Goods made to your specification or which are clearly personalised;
- Audio or video recordings which have been unsealed by you.

Please note, if and when you cancel your order and it has already been dispatched, it is your responsibility to return the item at your own cost.

Returns Procedure

If you are not completely satisfied with your purchase, or if you order a garment that proves to be the wrong size, simply return it to us **within 28 days of receipt**. The BB Shop will be happy to provide you with a full refund. If you require a replacement item, please reorder again at bbshopni.org. This does not affect your statutory rights.

- A Returns Procedure form can be downloaded and returned with the item(s) indicating the reason for return;
- All items must be returned 'as sold' in a resaleable condition, unworn, in original packaging with all swing tickets attached. If a returned item fails to meet any of these requirements The BB Shop cannot accept the item back for refund.
- We regret that no postage or carriage can be refunded for returned items.
- Goods that have been worn cannot be refunded unless they are faulty.
- The BB Shop cannot be held responsible for return parcels lost in transit. It is the responsibility of the sender to ensure that parcels are:
 1. Adequately packed for transit
 2. Adequately insured for loss/damage in transit
 3. Returned with the correct postage paid.
- The BB Shop suggests you retain a proof of posting for all returned goods.
- In the case of refunds, money will be refunded once the goods have been inspected and cleared for refund.
- **Refunds will be made in accordance with the original method of payment.**
- You may arrange to return items personally to The BB Shop at the address above. In this case goods should be securely packed with the returns form completed.

Faulty Goods

We try to ensure that all goods supplied by The BB Shop are of the highest quality. However, goods that are faulty outside of normal expected wear and tear, should be returned on the returns procedure listed above.

- A copy of the returns form may be downloaded from our website bbshopni.org
- **Please note: all returns must be returned in a clean condition.**

The BB Shop suggests that you get a proof of posting receipt from the Post Office or Courier for all items to be returned to The BB Shop. You should also take out adequate postal/courier insurance to cover loss or damage to the goods in transit. The BB Shop cannot accept responsibility for items that go missing or are damaged in transit.

Prices

The price of goods sold via the website shall be the price advertised on our website listing at the time of purchase inclusive of VAT and any other relevant tax at prevailing rates.

Payment

Prices quoted are strictly net and in £'s Sterling. Customers shall complete payment details as requested on the website.

Availability

- All goods are sold subject to availability;
- We reserve the right to alter or withdraw items without prior notification;
- Where items are out of stock this will be indicated on the screen at the time of ordering.

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Enquiries

Should you have any queries about your order or any comment to make regarding our online shop facility, please telephone 02890 324853 during opening hours of Monday, Wednesday & Friday 10am – 4pm (excluding NI Bank holidays and Public Holidays) or put your query/comment in writing to The BB Shop, 14 May Street, BELFAST, BT1 4NR or email bbshop@belfastbb.org.uk