

## Delivery and Returns

### Cancellation

To cancel an order before it is despatched please contact us immediately on 07552 055455, Mon - Fri 9am - 5pm or by email on [sales@birdswood.org](mailto:sales@birdswood.org) outside these hours. If the order has not been despatched a full refund, including postage, will be processed using the same payment method used when placing your order

### Delivery

Delivery only within the UK. We do not deliver outside the UK

We offer a standard UK delivery via Royal Mail.

Delivery timescales will vary depending on the availability of products and your address, but we will aim to deliver your order within 7 days of the date on which we accept your order.

Your delivery address can be different to your home billing address, so you can arrange for your order to be sent to your workplace or a neighbour who you know is in during the daytime. If the delivery person cannot deliver your order because no one is in, a card will usually be left giving instructions on how to arrange redelivery.

For questions regarding deliveries please contact 07552 055455, Mon - Fri 9am - 5pm or by email on [sales@birdswood.org](mailto:sales@birdswood.org).

### Returns

We hope you are completely happy with your purchase, but if not you may return some or all of the products in your order for replacement or refund within 14 days of receiving your order.

If you do decide to return part or all of your order please contact 07552 055455, Mon - Fri 9am - 5pm or email [sales@birdswood.org](mailto:sales@birdswood.org) and tell us what you would like to do with your return, either a refund or a replacement. Once the return is authorised please package the item suitably for return. Include your name, contact phone no. and order number in the package and return it to the following address

The Canal Shop  
Weighbridge Office  
Gothic Warehouse  
Mill Road  
Cromford  
DE4 3RQ.

Once we have received your return we will either refund you using the same method you paid with, send your replacement order, or contact you for more information.

### Returns for refunds

You are entitled to a full refund excluding delivery charges for up to a maximum of 14 working days after you have received your order.

Once you have returned all or part of your order for a Refund we will process your refund within 14 days of receiving your returned order.

The refund will be processed using the same payment method used when placing your order.

We do not refund postage and packing costs unless the item is damaged, faulty or we have made a mistake. We reserve the right to refuse a refund on items that have clearly been worn, laundered or used. This does not affect your statutory rights.

### Returns for replacements

You are entitled to a replacement product up to a maximum of 14 working days after you have received your order if, for example, the product you ordered arrived damaged or was the wrong size.

Once you have returned all or part of your order for a Replacement we will process your replacement within 14 days of receiving your returned order.

We do not refund postage and packing costs unless the item is damaged, faulty or we have made a mistake. We reserve the right to refuse a replacement on items that have clearly been worn, laundered or used. This does not affect your statutory rights.

If your replacement order is of a higher value than your returned order we will contact you to take additional payment. And if your replacement order is of a lower value than your returned order we will process a refund of the difference.

### Returns enquiries

For questions regarding returns, refunds or replacements please contact 07552 055455, Mon - Fri 9am - 5pm or email [sales@birdswood.org](mailto:sales@birdswood.org).