

# Butterfly Conservation Trading Ltd Online Shop – Orders, Delivery & Returns Policy

## Orders

After placing an order, you will receive an email acknowledging receipt of your order.

Orders are processed within 10 working days and we will email you a Dispatch Confirmation when the goods are dispatched, giving an estimated delivery timescale.

Any out of stock items will be placed on back order and dispatched as soon as they become available. This will not delay the rest of your order. We will notify you of any delays.

Please be aware that products may be dispatched by different suppliers and therefore your order may arrive in different parcels. You will receive separate dispatch emails for these products and separate delivery timescales. All deliveries should take a maximum of 10 working days.

As a UK customer, you have the right to cancel the contract for the purchase of one or more items in your order within 7 working days, beginning with the day after you receive the item. If you cancel, you will need to notify us by email and return the item to us in its original “as new” condition in its original packaging. For your protection, we recommend that you use a recorded-delivery service. You will be responsible for the cost of returning the item to us, unless we delivered the item to you in error or the item is faulty.

## Payment

Payment for your chosen items can be taken via PayPal or by credit/debit card. You can choose to log in if you have an existing PayPal account, register for a FREE account or pay immediately using a credit/debit card.

You can register for a PayPal account in minutes and it is an accepted method of payment for thousands of retailers throughout the UK. PayPal is a safer, faster, more secure way to pay online – your financial details are never shared and Paypal remember everything for you, safeguarding your bank, credit or debit card details.

## Deliveries

Deliveries are currently only available within the UK.

All prices displayed include packaging and delivery costs to the UK. Deliveries should take no more than 10 working days to arrive.

### **Back orders**

We will endeavour to despatch your order as soon as possible, usually within 10 working days. However, some of the Products are seasonal and this means that when an order is placed out of the relevant Product's season there will be a delay in delivery. Any Product order out of its delivery season will be treated as a back order.

You will be informed by email if this is the case and given the option to cancel your order.

## My item has not arrived

If your item has not arrived 10 working days after the estimated delivery date in your dispatch email please contact us as delays can occur with the post. Unfortunately we cannot launch an investigation and re-supply any items before this time has passed.

## Returns Policy

### I am not happy with the item

If you are not happy with a product or have changed your mind, we will refund the price of the goods in full, however delivery costs originally paid are non-refundable. To claim a refund, please return the item to us within 7 days of receipt and notify us by email to [sales@butterfly-conservation.org](mailto:sales@butterfly-conservation.org) that you are returning it. Items must be returned in their original condition "as new" with their original packaging and a copy of the delivery note.

When your return is received, you will be issued a refund to your credit card/Paypal. You (the customer) are liable for the cost of returning the item.

### My item is faulty / damaged

If your item is damaged or faulty, you are entitled to a replacement or refund. Please return the item to us within 7 days of receipt and notify us by email to [sales@butterfly-conservation.org](mailto:sales@butterfly-conservation.org) that you are returning it. Items must be returned in their original condition "as new" with their original packaging and a copy of the delivery note.

When your return is received, you will be issued a replacement item or a full refund of the item and the return postage costs incurred to your credit card/Paypal account.

### I've been sent the wrong colour or size

If we have sent you the wrong colour or size by mistake, you can return it to us and we will replace it for the correct one. Just return the item within 7 days of receipt in its original condition "as new" with its original packaging and notify us by email to [sales@butterfly-conservation.org](mailto:sales@butterfly-conservation.org) that you are returning it. When your return is received, we will issue the replacement item.

## Returns Address

Please send all returns to:  
Butterfly Conservation  
Manor Yard  
East Lulworth  
Wareham  
Dorset  
BH20 5QP

The chances of something getting lost in the post are very small but you return your item at your own risk. We recommend you use Royal Mail recorded delivery as Butterfly Conservation cannot be held liable for returned items which do not reach us. No refund or replacement will be given if an item is not received.

Postage or other return costs are the customer's responsibility and will be reimbursed by us only in the case of damaged, faulty or incorrectly supplied goods. In cases where we need to refund return postage, we will only refund the cost of standard Royal Mail registered post.

# Refunds

If a refund is due, we will usually refund any money received from you using the same method originally used by you to pay for the purchase. We will usually process the refund due to you as soon as possible and, in any case, within 30 days of the day we receive your cancellation or the day we confirm to you via email that you are entitled to a refund.

If you have any queries regarding your order, please email [sales@butterfly-conservation.org](mailto:sales@butterfly-conservation.org)

This policy should be read in conjunction with our [Privacy Policy](#)

Butterfly Conservation: Company limited by guarantee, registered in England (2206468)  
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Charity registered in England & Wales (254937) and in Scotland (SCO39268).