

The Bridge Warehouse

General Terms and Conditions

RETURNS/REFUNDS

We will be happy to give a full refund of the purchase price without postage, or exchange any item that is returned within 14 days of purchase, providing it is undamaged and in its original packaging.

DISPATCH

Orders are dispatched as soon as practical, usually within two working days of receiving the order. If your order has not reached you within 10 days, please inform us so that we can investigate further. Delivery usually takes 3-4 working days by Royal Mail or 2-3 working days by courier.

STOCK AVAILABILITY

Our stock levels are normally maintained manually. If we are unable to fulfil your order immediately, we will inform you and let you know a likely delivery date.

VAT RATE

All our prices include VAT at the prevailing rate, currently 20%.

WEBSITE IMAGES

Images appearing on our website are as close a representation of our products as is possible. However colours may vary slightly.

ORDERS FROM OUTSIDE MAINLAND UK

We can send parcels outside of the UK but this requires you to phone the Bridge Warehouse for a quote for postage and packing.

PAYMENT METHODS

We accept payment by Visa, Mastercard, American Express and Paypal.

PHONE ORDERS AND PAYMENTS

We are happy to take orders over the phone. Please have your order details ready.

VISITORS TO THE BRIDGE WAREHOUSE

Visitors are always welcome at the Bridge Warehouse, but customers are reminded that we are a warehouse and not a shop, so it would be helpful for you to phone us before you visit so that we can prepare your order ready for you to collect.

PRIVACY POLICY

The full [EBU Privacy Policy](#) is on our website. Note that customers who are not EBU members will be asked to provide their names and contact details. These will be retained on our system to enable the processing of the current and future orders, but they will not be provided to any other organisations and will be deleted on request of the customer.