



DELIVERY & RETURNS

Delivery of Goods

Upon submission of your order, your payment card or PayPal account will be charged for the full value and you will receive an order confirmation email at the email address that you provided. Please ensure that you have entered the correct email address upon registering with us.

All stock is subject to availability and BOP reserves the right to refuse or restrict any order.

We know from customer feedback that when you order online you want the item as quickly as possible. We dispatch our orders within 36 hours. If there are any delays in dispatching the order within 5 working days we will contact you by email to inform you.

UK Orders

Our standard delivery price per order is £3.95. We use Royal Mail for our deliveries within the UK. You can expect delivery of your items approximately 4 working days from when the order was placed. If you have not received your order within 10 working days then please contact us and we will track it with Royal Mail.

Parcels are not classed as missing until 15 working days after the expected delivery date. At this point we would send a replacement if it has still not arrived although you will normally be expected to complete a non-receipt declaration form from us to help prevent fraudulent claims.

International Orders

Our standard delivery price per order is £6.00. International orders can only be delivered to the address where your payment card is registered. Orders to international addresses may take up to 2 or 3 weeks to arrive.

We use Royal Mail *“Sign For on Receipt”* for our international deliveries.

Please Note: Any customs or import duties are applied once the package reaches its destination country. Additional charges for customs clearance are the responsibility of the recipient. Customs policies vary widely from country to country; please contact your local customs office for further information.

Returns

We hope you will be happy with your purchase, however if not, you may return the un-opened DVD or CD for a full refund within **14 days** from the date of receipt of your items for a refund.

Items that have been opened are not returnable unless they are faulty.

If you believe you have received an item, which may have a manufacturing fault, please complete the Returns Form and send the item back to us.

Please ensure you keep your proof of postage until you are in receipt of your refund.

Delivery charges are non-refundable on returned orders. Refunds will be made via the original form of payment used.

Please allow 3 weeks for your return to be processed.