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# Delivery and Returns Policy

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**bbodance 2023-24**

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# Delivery Policy

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## Delivery Times

Orders are dispatched Monday-Friday (excluding bank holidays and bbodance closures between Christmas and New Year).

We aim to dispatch orders within 3 working days of receipt of payment.

Once you have received confirmation that your order has been dispatched, you can expect the following delivery times:

Destination	Delivery Times
UK	2-3 working days
Europe	3-5 working days
Rest of World	5-7 working days

Orders are dispatched using Royal Mail First Class or equivalent services.

Please note, international shipments may be subject to cross-border inspections by customs authorities and this may cause delays. Deliveries outside of the UK may be subject to local taxes. It is the responsibility of the customer to settle these charges.

bbodance **uniform** is sold, supplied and dispatched from Dansez – the sole approved supplier of bbodance uniform. For further details of their Delivery and Returns policies please see <https://dans-ez.com/>

## Delivery Charges

Total Order	UK	Europe	Australasia & ROW
Up to £19.99	£3.95	£5.95	£8.95
Up to £49.99	£5.95	£8.95	£12.95
Over £49.99	Free	Free	Free

These prices are based on a maximum weight of 5kg. Therefore larger orders may be subject to additional delivery charges. If an additional payment is required you will be notified by our sales team.

## Returns Policy

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In accordance with the Consumer Rights Act 2015, bbodance offer the following returns policy.

### Unwanted Items

We hope you will be happy with your purchase. However, if the sizing is wrong or you change your mind please contact us as soon as possible. You may return unwanted items up to 28 days from the date of order.

Items must be returned in their original packaging in a resalable condition. Please include a copy of the invoice with your return.

The cost of returning unwanted items is the responsibility of the customer.

### Faulty Items

In the unlikely event that your purchase is faulty or damaged please contact us as soon as possible, providing photographic evidence of the damage where possible.

In the event that you receive faulty or damaged goods you will be offered a replacement or a refund.

The cost of returning faulty or damaged goods will be reimbursed to the customer.

### Refunds

We will notify you via email once we have received and processed the returned item(s). You can expect a refund in the same form of the payment originally used for the purchase within 7-14 working days of us receiving your return.

## Contact Information

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If you have any questions or concerns please contact us on 020 8748 1241 or email [info@bbo.dance](mailto:info@bbo.dance).

Returned goods should be sent to:

bbodance  
Ensign House  
Battersea Reach  
Juniper Drive  
London SW18 1TA