

BBOWT Shop Terms and Conditions

Payments

We process all payments securely using Paymentsense.

Accuracy of Content

The Berks, Bucks and Oxon Wildlife Trust (BBOWT) makes every effort to ensure we give a fair representation of each product we sell. However, some variations may sometimes occur. All measurements stated are approximate and the reproduction of colours is as accurate as digital media, photographic and publishing processes allow.

Safety Regulations

All products we sell comply with appropriate consumer and safety regulations. If a product is recalled by the manufacturer for any reason you will be contacted immediately.

Website

BBOWT has taken all reasonable care in the preparation of the contents on this website, but makes no representation of warranty, express or implied, as to the accuracy, completeness or currency of the information contained in any of the materials on this website.

BBOWT's liability to the buyer shall at no time exceed the price of the goods supplied. We shall be under no liability for any direct or indirect loss and/or expense suffered by the buyer or liability to third parties incurred by the buyer which may arise from the use of this website.

BBOWT shall be under no liability whatsoever for any loss or damage whether direct or indirect resulting from the supply of goods. We shall be under no liability whatsoever for the quality and purpose of goods supplied to the buyer or to a third party.

Privacy & Security

Personal information will be treated with the strictest of confidence according to our [Privacy Policy](#).

Personal account details are directed through our secure payment facility and are not disclosed to us during this process.

Returns

Return and Refund Policy

We want you to be delighted with your purchase from the Berks, Bucks and Oxon Wildlife Trust (BBOWT).

You may cancel your online order at any time between it being placed and us dispatching the goods, you will receive a full refund.

You may also cancel your order after you have purchased goods from us and after they have been delivered. We offer a 14 day cancellation period starting on the day of delivery.

This complies with the UK Distance Selling Regulations.

Shipping and Packaging Costs

Our shipping and packing charges are calculated at checkout based on Royal Mail delivery charges.

We only ship within England, Scotland and Wales.

We regret that we do not ship to Ireland, mainland Europe, or the Highlands and Islands of Scotland.

Delivery Charge on Returning Goods

We want you to be happy with your purchase from the Berks, Bucks and Oxon Wildlife Trust.

If you do wish to return an unwanted item to us it must be returned within 14 days, unused and in its original packaging.

Customers are responsible for the cost of shipping the product back to us.

On safe receipt of the unwanted item, subject to it being in its original packaging and unused we will issue a refund for the cost of the purchase. We are not able to refund the cost of delivery to the customer.

Please do not return items without prior discussion via email or telephone.

Damaged, defective, or incorrect goods

We take every care to ensure your product arrives safely. Should the goods you receive be damaged, defective, or incorrect, we will arrange for the goods to be replaced where possible, but we will offer a refund if it is not possible to replace them.

Products returned outside of the cancellation period

If the cancellation period has been exceeded then it is important to talk to us in person before considering returning an item.

Please do not return items without prior discussion via email or telephone.