

Cheerbow.co.uk

CUSTOMER SERVICE

Individual Orders

Website

The easiest way to make a payment would be directly through our website by adding products to your basket, and processing your payment securely online using your PayPal Balance or Credit/Debit Card

Team Orders

Invoice

For Team orders of 6 or more bows we can email you an invoice via PayPal. This invoice can be paid either by PayPal, Card Payment, and cheque or by UK Bank (BACs) Transfer. If you wish to pay by BACS or cheque please contact us to arrange this. We can arrange for a 50% part payment to be made to allow you to collect money from all your athletes. This will be detailed on your invoice.

Payment Terms

Until full payment is made the ownership of all goods remains with Cheerbow.co.uk goods will not be shipped until all invoices are paid in full. Orders for customised products will include a 50% non-refundable deposit.

Shipping & Delivery

Delivery Times for Individual Orders

We aim to deliver most products within 28 days of receipt of payment. If we are waiting on stock of some materials you will be notified by email and should contact us if you wish to amend your order or cancel the out of stock item from the order. If you are happy waiting for a product then your order will be dispatched as soon as all products on that order are back in stock.

Team Bows: We aim to dispatch all Team Orders within 4 weeks from the receipt of full payment. If for any reason the products do not arrive within the stated delivery times Cheerbow.co.uk will not accept responsibility for late delivery. However we will do our best to keep our customers informed of any delays.

Shipping

Shipping methods may vary but we endeavour to get your products to you in perfect condition as fast and economically as we can. We will only deliver items to the confirmed address on the PayPal account or the details that you enter at checkout so please check them carefully as they cannot be amended after checkout.

Returns, Refunds and Exchanges

Items we despatch are subject to our quality control before we send them. All items that we supply come with a 14 day returns policy from the day of despatch, subject to the product being returned in the same condition it was purchased.

If you need to return an item, we request that you email us in advance to let us know.

We recommend using Royal Mail "Signed For" for any orders below £50 as this gives you proof of delivery.

Any costs, losses or damages incurred due to return of goods will be the responsibility of the buyer (the customer). Once returned, items will be checked by a member of our team.

Refunds are given at the company's discretion unless an item is faulty.

IMPORTANT: All personalised items and custom made that are manufactured to order are exempt from our refund policy as they cannot be resold.

Pricing and Promotions

Pricing

If you wish to make amendments to a design this may increase the total cost of an order. Quotes for fully customised Team Bows are calculated on both design and quantity.

Promotions

All promotions and promotional codes will end at 12 midnight on the listed date of expiry. Cheerbow.co.uk reserve the right to amend promotions or end them before their date of expiry.

Privacy and Security

Privacy

The information collected by the aforementioned entities is used to communicate with you and improve our services where possible, and specifically, to process payments. Please note that we may provide links to other sites, which may not be governed by this Privacy Policy and you should view the respective privacy policies of those sites for further information.

Security

All our payment transactions are undertaken by PayPal, a very well established Internet Merchant trading service which handles millions of transactions by customers on the internet all over the world. This security can be checked by making sure your browser displays a Locked Padlock and https:// before our domain name

Cheerbow.co.uk do not save/store customers credit or debit card numbers and expiry dates as all transactions take place through PayPal or BACS Transfer.