

Your satisfaction is our top priority. If you have a problem with a transaction, just let us know and we will work with you to resolve the issue. You can open a dispute but please call us 1st on 01274 718420 and we will try to resolve your problem. We will make every effort to respond to all customer service inquiries within five working days; however we are part time workers for a small charity in holiday times it may occasionally be longer.

Terms and Conditions

All prices on this website are shown including VAT where applicable

Ordering Information: Orders can be placed via our website; this service is open 24-hours a day 7 days a week. Additionally, if you have a copy of our leaflet and price list you can send in a postal order. Purchase can be made in person but please ring 01274 718 420 to check when staff will be hear to help you. Postal orders and cheque need to be made payable to **Bradford Environmental Action Trust.**

We aim to dispatch your order to you within 10 days; delivery can take a maximum of 21 days. If any problems arise with your order we will contact you by telephone, please supply your telephone number when ordering. Depending on the size/weight/value of your order, it will either be dispatched by courier, Recorded Delivery or 2nd Class Post.

UK Postage & Packing prices are as follows:

Orders up to £20 we charge £2 postage and packing

Orders between £20.01 and £50 we charge £5 postage and packing

Orders between £50.01 to £149.99 we charge £6 postage and packing

Over £150 we charge £9

Orders over £150 we will plant a tree for you (this is excluding the big little lamb kits that we get directly form them). Please contact us for further details about tree planting or if you would like to pay for tree planting yourself.

Refunds and Exchanges We want to make sure you are happy with your purchase. If you are not satisfied then you can return the product in its new and re-saleable condition within 6 weeks and we will send you a replacement or refund which ever you prefer. With refunds on new products we will take a £10 handling fee to cover postage and packing. A full refund will be made on faulty products.

If you have paid by paypal we will also have to charge you the paypal fees and commission for the transactions in and out of your account. This does not apply to replacement goods.

The customer will bear the cost of return which will only be refunded if goods are faulty.

Please quote your invoice number, name and address with all returns.

Credit card refunds can only be credited back to the original card that the goods were bought with; if these details are not supplied there may be a delay in your card being refunded. Please obtain a "proof of postage certificate" free from your post office, for your own benefit. We cannot refund or credit washed/worn nappies, or covers, **unless faulty.**

Please be certain of your choice before washing or using. Returned goods must be clearly marked "**Returns Department**" and posted to:

Bradford Real Nappy Project, Bradford Environmental Action Trust, 140-148 Manningham Lane, Bradford BD8 7JJ