

# **THE WONDERFUL BEAR EMPORIUM**

## **Delivery and Payment - Refunds, Repairs & Exchanges – for wholesale customers**

### **Delivery and Payment**

Unless we communicate with you to notify you of a delay, orders will normally be despatched on the same working day if we receive your order and payment by 11am. Orders placed and paid for after 11am will normally be despatched on the next working day, unless we communicate with you to notify you of a change to this.

We do not normally offer credit terms; unless credit terms are in place and agreed then orders will not be despatched until payment has been received.

We use next day couriers, so orders will normally arrive with you the next working day after they are despatched. Saturday and Sunday deliveries can be arranged but these are charged at a premium, please contact us if you would like to arrange a weekend delivery.

In some cases, such as when conditions are making postal deliveries difficult, then items may take longer to arrive – in such cases we will contact you to let you know how long the delivery is likely to take, and you can choose whether to wait for the order or to cancel it. Deliveries can also take longer to remote locations such as the Scottish Islands and Highlands.

In cases where orders are placed with incorrect address, phone or e-mail details, The Wonderful Bear Emporium may not be able to contact you to keep you informed of your order progress, or indeed may not be able to fulfil delivery of your order. Please ensure that you enter details carefully to avoid this from happening.

### **Refunds, Repairs & Exchanges**

Our offer of goods online and your purchase of these amounts to a sales contract, and The Wonderful Bear Emporium is under a legal duty to supply goods that are in conformity with the contract. Furthermore, under the Consumer Contracts Regulations 2013 you have certain rights as a customer making a purchase without physically inspecting the products prior to sale.

As a wholesale customer you are entitled to return any faulty products to us for refund, exchange or credit, and we ask you to do this within 12 months of purchasing the products. Please pack the products into a bag or box, make a note of what the faults are, label the bag or box with our name and address, then contact us on 01736 799640 or e-mail [office@bear-emporium.co.uk](mailto:office@bear-emporium.co.uk) and we will arrange a courier to come and collect the package.

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If applicable we will make a refund or credit (depending on your preference) within 14 days of receipt of the goods back with us. If you prefer you may exchange the goods for alternative items, so please make it clear what you would prefer to happen. If you do not make your preference clear our standard practice is to issue credit against future orders.

Please contact us if you have any concerns about returning any items. One of our aims is to have as few faulty products as possible, another is to have happy customers, and we will **refund, credit or replace** in most cases. We will also analyse faulty products to try and avoid such problems in the future.

Nothing in this guidance affects your statutory rights under UK and EU law, which may change over time, and with which we will always comply.

There is guidance on your consumer rights at <https://www.gov.uk/consumer-protection-rights>

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