

Shipping, Returns & Refunds

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Shipping

- Processing: 1–2 business days (Mon–Fri). Order confirmation immediately; tracking emailed at dispatch.
- Standard UK delivery: typically 6–12 business days from dispatch. 100% of orders tracked end to end.
- Checkout price is final for UK deliveries — no customs, VAT or handling charges at the door.
- Not arrived within 20 business days of dispatch: we locate, reship or refund in full — customer's choice.
- Damaged on arrival: photos within 48 hours; refunded or replaced in full including delivery costs.

Returns — the 30-day policy

- 30 days from delivery, any reason. Items unused, unwashed, in original packaging.
- Step 1: email the order number. Step 2: authorisation + return address within 1 business day. Step 3: post with proof of postage. Step 4: inspection and refund.
- Return authorisation is required before posting — it protects the refund.

Refund timelines

- Inspection: within 3 business days of receiving the return.
- Refund: to the original payment method within 5–10 business days of approval.
- Faulty, damaged or incorrect items: always at our cost, never counted against the 30-day window.

Exchanges and exceptions

Exchanges dispatched on receipt of the return, or refunded for immediate reorder — whichever is faster.

Hygiene-sensitive items may be returnable only unopened; any exception is stated on the product page before purchase. Statutory rights for faulty goods always apply.

Chargebacks

Customers always retain the right to dispute with their card issuer; we ask that they contact us first — published timelines above are almost always faster, and the complaints procedure guarantees management review.