

Terms of Service

Version 1.1 · 6 August 2026 · The authoritative, current version of this document is published at biladrogroupp.com/terms.html. This PDF is provided for convenience and re-issued when the policy changes.

1. About these terms

These terms govern use of our websites and purchases from stores operated by Biladrogroupp LLC (Wyoming, USA — filing ID 2026-002044910). Placing an order constitutes acceptance of these terms and the policies they incorporate.

2. Orders and payment

Prices in GBP; for UK deliveries the checkout price is final. An order is accepted at the order-confirmation email. Orders may be refused or cancelled for pricing errors, suspected fraud or stock unavailability, with an immediate full refund. We accept payments solely for our own retail sales; we do not process payments for, or accept funds on behalf of, any third party.

3. Shipping, returns and refunds

Processing 1–2 business days; standard UK delivery typically 6–12 business days from dispatch, fully tracked; 20-business-day locate/reship/refund promise. 30-day return window; refunds to the original payment method within 5–10 business days of inspection. Faulty, damaged or incorrect items: full refund or replacement including delivery costs.

4. Consumer rights

Nothing in these terms limits statutory rights, including under the UK Consumer Rights Act 2015.

5. Authenticity

We sell only genuine, unbranded or own-brand products we are permitted to sell — never counterfeit goods or unauthorised replicas.

6. Complaints and disputes

Two-step procedure: first response within one business day; on request, management review with a full written response within 5 business days. We ask customers to use this procedure before card disputes — it is almost always faster.

7. Force majeure

No liability for delay or failure caused by events beyond reasonable control; affected orders may be cancelled by either party with a full refund of undelivered goods.

8. Intellectual property, liability, termination

Site and store content belongs to the company or its licensors. Liability for any order is limited to the amount paid for that order, excluding liability that cannot lawfully be excluded. Service may be refused where terms are abused; obligations owed (orders, refunds) survive.

9. Applicable law

Laws of the State of Wyoming, United States — without affecting mandatory consumer protections of your country of residence, which prevail where required.