

Shipping

Bits-n-Pcs aim to Deliver all orders placed between Monday-Friday within 48 hours. Orders placed within the weekend will normally be Posted on Monday or Tuesday. We will notify you once your order has been despatched and provide tracking information where applicable. Delivery services we use are Royal Mail, Parcel Force, TNT and occasionally other courier services.

Please allow 7 working days for delivery unless otherwise stated, however 95% of orders are delivered withing 3 working days.

Returns

We operate a 28 day return policy for unwanted goods, the product must still be in boxed and sealed else there will be a 10% restocking charge, as we will not be able to resell the product as new. The Customer will be responsible for the return of any unwanted goods and must pay all the charges arising from the return of any items.

Faulty Goods

If your goods develop a fault within 28 days of receipt please contact us to arrange return and inspection. Generally we will exchange or refund the item provided it is **as new** and has no faults caused by accident, misuse or neglect.

If your goods develop a fault after 28 days and within its 12 months guarantee we will arrange to repair and return or replace the product to you free of charge.

This does not affect your statutory rights.

Refunds are made as soon as possible and in any event within 28 days of your order. Bits-n-Pcs will not be obliged to offer any additional compensation for disappointment suffered.