

T&C BT On Demand

1. Dispatch and Shipping: BT On Demand will ship all products from Brown Thomas Grafton Street located in Ireland. Shipping fees will vary depending on the destination, weight, and value of the product. The store will ensure that all products are dispatched within 48 hours of purchase.

2. VAT: All products sold to customers within the EU will be subject to Value Added Tax (VAT) at the standard rate of Ireland. Customers outside the EU will not be charged VAT.

3. Customs Duties: Customers outside the EU may be subject to additional customs duties and taxes upon delivery. BT On Demand is not responsible for any such fees and customers are advised to check with their local customs office for more information.

4. Returns: BT On Demand offers a 21 day return policy for all products from the date of delivery. Customers are responsible for all shipping costs associated with this service, and products must be in their original condition.

6. Warranty: Customers must contact Customer Service as soon as they notice any issue with their purchase. **Personal Information:** BT On Demand is committed to protecting the privacy of its customers and will never share or sell any personal information. All personal information is stored securely in compliance with relevant data protection laws.

7. Dispute Resolution: In case of any disputes, customers are advised to contact the Customer Service team to seek resolution.

8. Payment Terms: Customers will be required to pay for their orders at the time of purchase. Payment options will include major credit cards and debit cards. All payments will be processed in Euro (EUR).

9. Loyalty: As part of using this service, customers will be registered for Brown Thomas Encore Loyalty.

***PLEASE NOTE BRAND EXCLUSIONS DO APPLY**

FAQ

Q1: Where do you ship your products from?

A1: We ship all our products from Brown Thomas Grafton Street located in Ireland.

Q2: How long does it take for products to be dispatched after purchase?

A2: We ensure that all products are dispatched within 48 hours of purchase.

Q3: Are there any shipping fees?

A3: Yes, shipping fees will vary depending on the destination, weight, and value of the product.

Q4: Are your prices inclusive of VAT?

A4: For customers within the EU, prices are subject to Value Added Tax (VAT) at the standard rate of Ireland. Customers outside the EU will not be charged VAT.

Q5: Will I have to pay customs duties and taxes if I am outside the EU?

A5: Customers outside the EU may be subject to additional customs duties and taxes upon delivery. We are not responsible for these fees and advise you to check with your local customs office for more information.

Q6: What is your return policy?

A6: We offer a 28-day return policy for all products from the date of delivery. Customers are responsible for all shipping costs associated with this service, and products must be in their original condition.

Q7: What should I do if my product has a defect?

A7: Please contact our customer service team in order for us to advise.

Q8: How do you protect my personal information?

A8: We are committed to protecting the privacy of our customers and will never share or sell any personal information. All personal information is stored securely in compliance with relevant data protection laws.

Q9: How can I resolve a dispute with the store?

A9: In case of any disputes, please contact our customer service team to seek resolution.

Q10: What payment methods do you accept?

A10: We accept major credit cards and debit cards for payment. All payments will be processed in Euro (EUR).

Q11: How can I track my order?

A11: Once your order is dispatched, you will receive a tracking number. You can use this number to track the progress of your shipment on the courier's website.

Q12: Can I change my shipping address after placing an order?

A12: If you need to change your shipping address after placing an order, please contact our customer service team as soon as possible. We will do our best to accommodate your request, but we cannot guarantee changes once an order has been processed.

