



Enjoy-a-Ball Shop

Delivery and returns

Our products are sent to you by Royal Mail 2nd class. This service takes 3-5 working days and is added to the cost of the order. We aim to dispatch your parcel on the same day if the order is received before 11.30am excluding weekends and Bank Holidays. We apologise but this service is currently only to Mainland UK.

General delivery information

- Once an order has been placed you will receive a confirmation email from us which acknowledges your order and provides full details for you to check.
- A dispatch confirmation email will then be sent to you in due course.
- Please note that until you receive the dispatch confirmation email your order has not been officially accepted by us and could be cancelled if mistakes are found. We therefore strongly advise you to check the details of your initial order acknowledgement email immediately upon receipt and contact us if any amendments are required.
- Any products that are not listed on your dispatch confirmation email can be taken to be unavailable and you will not be charged for those.
- If you are ordering a larger item (which may not fit through your letter box) and there is likely to be no-one at home when your parcel is delivered please give an alternative delivery address such as your workplace.
- If you are not in when the postman attempts to deliver an item which cannot fit through a letterbox they will normally leave a note with instructions. If the parcel has to be returned to us you will unfortunately be liable for additional re-delivery costs or we will refund the item minus the delivery charges.
- Please thoroughly check the delivery address that you provide us as we cannot be held liable for any problems or delays caused by inaccuracies.
- On rare occasions dispatch and delivery may be affected by factors such as extreme weather conditions, strikes or holidays. We cannot be held liable for any delay to our service but we will do our utmost to keep you updated by email.
- If your parcel is not delivered within the expected timescale please contact us and we will do our utmost to chase it for you. We do reserve the right though to ask you to wait for 28 days, starting with the dispatch confirmation date, before we re-dispatch the goods or action a refund.

Returns

If you find a product to be faulty please contact us on 03334330845 or via email office.team@enjoy-a-ball.com and we will provide a replacement or full refund, whichever is your preferred option, and we will cover the cost of the return postage.

Refunds

If you change your mind for any reason please let us know via email office.team@enjoy-a-ball.com within 14 days, starting with the day after delivery.

- We will be very happy to offer a refund unless the product has been personalised to your specifications.
- Please note that we can only refund standard delivery. Any additional amount paid for first class delivery and for returning the goods to us will unfortunately not be covered.
- You have 14 days, starting with the day after you have decided to cancel, to return the goods to us in reasonable, un-used condition with swing tickets attached.
- We will process your refund within 14 working days of either having received the goods back with us or you providing evidence of having returned the goods (for example, a proof of postage receipt from the post office), whichever is the sooner.

Exchanges

If you require another size please let us know via email within 14 days, starting with the day after delivery. We apologise but we will ask you to place a new order for the required items and will process a refund on the original items as per the process above.

All returns to:

Enjoy-a-Ball Shop
95 Badger Park
Broxburn
West Lothian
EH52 5GY