



Bio-Life International Ltd Delivery & Returns

Shipping and Delivery

Bio-Life offer FREE post and packing on orders valued at £25.00 or more. UK deliveries include Northern Ireland, Scottish Islands, Isle of Man and Channel Islands.

Due to the recent sharp rises in ingredients costs and fluctuations in shipping and packaging costs, we regret that orders of less than £25.00 incur a nominal charge of £3.50.

ALL packages will go tracked and signed for to avoid losses in post or failure to receive items.

It will be 48 Hour tracked service and the client will receive an advice from the Royal Mail that the package is on its way, ensuring that they are aware of delivery and can arrange availability to receive same.

In the unlikely event of any serious delay, we will notify you and you can then opt to order from one of our other UK distributors.

If you require the product urgently i.e. for the next working day or by Special Delivery, there will be a charge of £13.45 (inc. VAT), weekdays only. **Order cut-off time for next day delivery is 10am.** An order placed on a Friday before the cut-off time of 10am using next working day delivery dispatch will occur that day but your item will not arrive until Monday, provided it is not a public holiday.

Please note, parcels do not always go through your letter box. If you want them left with a neighbour or in a designated 'safe place', please put a note on your order and we will despatch as the same. We pride ourselves on prompt delivery and do not want to find you being inconvenienced and sent to the nearest Post Office depot.

We are unable to take orders placed from outside UK on this website.

If you wish to order from outside UK please contact us directly by telephone +44(0)1608 686626 or email sales@biolife-international.co.uk and we will do our utmost to help you.

Please note that delivery charges to anywhere outside the UK are applicable at cost but we will always notify you of the charge for your approval beforehand. We deliver to any country in Europe or the rest of the world only if we do not have a distributor in the region. We can always advise on local stockists wherever you may be.



Guarantee and Returns

We want you to be delighted with your purchase but understand that sometimes you may need to return a product.

You can order with complete confidence as we guarantee to refund or exchange any product that you are not completely happy with (goods that are made up to order are non-returnable unless faulty). All we ask is that you return the product to us in its original unused condition, in its original undamaged packaging. It is your responsibility to take “reasonable care” of the goods.

Returns within 14 days

Items may be returned within 14 days of receipt of order. The cost of the goods but not the postage will be refunded. We reserve the right to charge a restocking charge and to charge for any goods not returned in saleable condition or exceeding the 14 day period. Please notify us before returning goods. Please notify us immediately of faulty or damaged goods to discuss method of return otherwise we regret we are unable to accept responsibility for return charges. If a product fails after 14 days, we will need the product returned to us for inspection prior to a replacement being sent.

Returns within 7 days

Within 7 days of receipt of your order you have the right to notify us in writing and return the whole order in its original undamaged packaging (goods that are made up to order are non-returnable unless faulty). We will refund the full purchase price and postage. It is your responsibility to cover the cost of returning the goods and to insure them for their value in case they should go astray or be damaged in transit. This does not affect your statutory rights.