The Bleep Test - Privacy Policy, Terms & Conditions, Returns & Refunds Policy- UK v1.0

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Privacy Policy

We are committed to protecting your personal data. This policy explains how we collect, use, and store your information.

What information we collect:

- Name
- Email address
- Shipping and billing address
- Payment information (processed securely via [Stripe/PayPal/etc.], we do not store card details)

How we use your data:

- To process and deliver your order
- To contact you with important updates about your purchase
- With your consent, to send you newsletters and updates

Your rights:

- Access, correct, or delete your personal data
- Withdraw consent for marketing
- Lodge a complaint with the Information Commissioner's Office (ICO)

We will never sell or share your data with third parties, except for order processing (e.g. shipping couriers, payment processors).

For questions or requests, contact: mark.parson2@nhs.net

Terms & Conditions

By purchasing from me, you agree to the following terms:

Products

All our board games are described as accurately as possible. Photos are for illustrative purposes and may differ slightly from the final product.

Orders

The estimated turnaround time for The Bleep Test board game, from the commencement of printing to receipt within the United Kingdom, is approximately 3 to 4 weeks. Following receipt of the printed units, dispatch to customers will occur within a further 2 weeks.

Please note that the full production run will not be initiated until a sufficient number of customer payments have been received. This collection period may require additional weeks.

Accordingly, the total estimated timeframe from payment to final delivery is up to 8 weeks. All efforts will be made to adhere to this schedule; however, timelines are indicative and may be subject to change due to manufacturing or logistical delays outside of our control.. We will keep you updated by email as best as I can.

Pricing & Payment

All prices are in GBP and does not include VAT as we will not have a turnover of £90,000 in a year. Payments are processed securely via Bank Transfer, all feed payable by purchaser..

Delivery

UK standard delivery: £3.45. International delivery available; prices vary please contact Mark Parson for individualised quotes. We do not ship to the EU currently.

Import Fees and Tax

All customers are solely responsible for the payment of any applicable import duties, taxes, customs fees, or other charges incurred upon delivery of The Bleep Test to destinations outside the United Kingdom. These charges are not included in the purchase price and must be settled directly with the relevant customs authority in the destination country.

Returns & Refunds

We hope you love your simulation tool. However, if you're not satisfied:

Change of Mind

You have 14 calendar days from receipt to cancel your order and return it in its original condition.
- Email us at info@thebleeptest.org to initiate a return.
- You are responsible for return shipping costs.
- Refunds issued within 14 days of receipt of the returned item.

Damaged or Incorrect Items

If your item arrives damaged or incorrect:

- Email us within 7 days with a photo and description
- In the event that your copy of The Bleep Test is received in a faulty or unsatisfactory condition, we will offer a replacement or a full refund, including reimbursement of reasonable return shipping costs where applicable.

Please note that this project operates on a not-for-profit basis. While we are committed to resolving any issues in good faith, we kindly request that customers approach such matters with an understanding of the financial constraints of the endeavour.