

## The Bear Factory Order Process

We would like to officially welcome you to The Bear Factory Family! We appreciate your business and are looking forward to supporting you as your go-to plush supplier.

We've created this simple check list to get you started, hopefully it covers any questions you may have but please don't hesitate to contact the team, we are always happy to help!

[hello@thebearfactory.uk](mailto:hello@thebearfactory.uk) or call us at 0161 808 8010

### **Ordering:**

- The quickest and easiest way to order is through your online account. Once logged in at [www.thebearfactory.uk](http://www.thebearfactory.uk) you will be able to view the products and prices available.
- Simply order what you need by adding the items to your basket. Please note any specified minimum order quantities or spend (Skins minimum 5 per style and £50 spend).
- Once you are happy with your basket, head to checkout, the delivery charge will be calculated based on your order weight and shipping address.
- Then choose how to pay, either by card online or Bacs to request an invoice. (Payment is required on all orders before dispatch)
- As soon as the payment is received, your order will be shipped and usually delivered the next working day! (Orders placed before 10am - UK Mainland only)
- We use DPD as our courier, shipments are fully trackable with a one-hour delivery slot. Email and SMS notifications will allow you to track delivery progress and amend should you require.
- Automated website responses will keep you up to date with the progress of your order, but you can always login to the portal to track order status and retrieve invoices at anytime.

**If you'd prefer to email or order via phone, please ensure you check the invoice carefully including the shipping and order details before making payment.**

**Way to go! You've placed your order for some rad plush!**

## Shipping:

- **Super-Fast Shipping:** Did you know orders that have been placed through our website will usually be processed, packed and shipped within 1 business day?! Pretty awesome right? But please always let us know if your order is urgent, as busy periods can impact on the processing time. In the main, we use DPD for shipments. We recommend downloading their app to keep up to date with shipping progress.
  - **Freight Orders:** Large orders and international shipments can be shipped as freight. Orders are processed within 72 hours of being placed and costs are calculated on an order by order basis.
- **Shipping Costs:** In the effort to keep your shipping costs as low as possible, the delivery charge is calculated by weight and shipping destination. A base rate of £10.50 + VAT charge covers the first 15 kilos, additional kg will be added to the charge, UK Mainland only. Highlands and Islands are a slightly higher charge and a two day service.
- **International Shipping:** We offer shipping to many European destinations, the costs are based on order size and country. If the website does not calculate the delivery charge, please get in touch so we can quote you.
- **Payment:** Payment can be made through our online secure payment checkout where all major credit and debit cards are accepted except AMEX. We also accept bank transfer, if you prefer this method, simple select 'TBF direct Bank Transfer' at checkout to receive account details.

## Receiving Your Order:

- **Parcel Intake:** Now that you've received your order, please verify each tracking number has been confirmed to ensure every parcel has been delivered.
- **Inspection:** Once you have confirmed this, inspect the packages for any issues. Should you see damage or something that looks off about the packages, take a picture of the package for reference.
- **Product Review:** Locate the Packing Slip that will be stickered to the outside of one of your packages. Next, please make sure to open each package to inspect and count the contents.



The Conscious Plush Company

Cross reference these counts with your packing slip. Since we reuse our boxes, the description on the exterior of the box may not apply to your order.

- **Discrepancies:** All order discrepancies must be reported within 48 hours of the package being delivered. This is important as we cannot guarantee product replacement or missing package resolutions with DPD outside of this timeline. Should you have an item that is missing or miscounted, please email [hello@thebearfactory.uk](mailto:hello@thebearfactory.uk) or call us at 0161 808 8010 to inform us of the issue.
- **Discrepancy Resolution:** Once we've received your request we will jump on the case immediately, as we want to make sure your case is resolved ASAP.

If everything is received and in the right amount, it's time to party! The TBF Team is dedicated to supporting your business as best we can so please let us know if you have any questions regarding any of these steps along the way. We are happy to talk over the phone, through email or connect with us on social media. Please note our hours of operation below when choosing a contact method.

**Monday - Thursday: 9.00am – 5:00pm (GMT) and Friday 9.00am – 4.00pm (Closed bank holidays)**

**p. 0161 8088010**

**e. [hello@thebearfactory.uk](mailto:hello@thebearfactory.uk)**

**connect. [@thebearfactoryllc](https://www.twitter.com/thebearfactoryllc)**

Thank you for being a great customer! We look forward to getting to know you and your business. Until next time...

Your Friends,

**The Bear Factory Team**