



Online Shop FAQ's

Ordering

How do I make a purchase at the BCA Online Gift Shop?

Ordering from the BCA Online Shop is simple and straightforward. From the Home page select "Shop", then search the different categories at the top of the page e.g. Books, Games etc. If you have a description, or product name you can type this into the search box on the Home page.

Once you have found the product you would like, click on the icon, select quantity and 'Purchase.' You can now continue shopping. Go back to shop for more products. When you select "purchase" that product will be added to your basket. When shopping is complete, select the payment method to pay and complete your order.

Payment can also be made by Gift Voucher. Please enter the Gift code number at checkout.

Do I need an account to place an order?

No, you can check out as a guest using our simple checkout process.

We will ask for your email address which you can select to be added to the mailing list so we can tell you about future exhibitions, events, benefits and offers.

The product I want is 'Out of stock.' What can I do?

Email us at retail@bcaheritage.org.uk and we can tell you if the item is due to come back into stock, or if it has been discontinued. We can also recommend similar items that you may like.



Payment

What payment methods are accepted on the BCA Online Shop?

Payment can be made by ApplePay, and Debit or Credit card or PayPal.

What happens when I create an account on the BCA Online Shop?

Creating an account allows you to save your payment details and in turn speeds up your checkout process, as your details will be stored in your account and you will not have to re-enter them the next time you order.

Each time you return to the BCA Online Shop, remember to sign in using your email.

What is a Card Security Code (CSC)?

The CSC (also known as the CVV2 number) is a security measure by banks for transactions where the cardholder is not present. The code can be found on the reverse of most credit and debit cards and is a three digit code in the signature strip.

If you cannot find your CSC please contact your card provider.

How do I pay with PayPal?

If you have a PayPal account, simply select 'PayPal' as your payment method at checkout. After selecting 'Continue to PayPal,' you will be redirected to the PayPal site, where you will complete the payment using your account details. Once this is complete you will be directed back to the order confirmation screen.



Delivery

Which countries does the BCA Online Shop deliver to?

We offer delivery within the UK currently. We are not set up for International orders yet, but this is planned for the future.

How much duty and taxes will I have to pay?

By default, all VAT applicable products are priced inclusive of UK VAT.

Can you deliver to an address that is different to my billing address?

Yes, when you get to the secure checkout you will first need to enter the Delivery address. Select 'Continue to payment' and you will then have the option to change the billing address.

How can I change my delivery address after I have confirmed my order?

Contact retail@bcaheritage.org.uk immediately with your order number and the correct delivery address. We will make every effort to change the address before it is despatched.

How soon can I get my order and how much will it cost?

Orders are despatched using reliable services including Royal Mail. Orders usually arrive within 2–4 working days following despatch, although we advise customers to please allow up to 21 days for delivery, (in line with Royal Mail terms and conditions).

Delivery fees are calculated by weight of items and start from £0.99.

Do I need to sign for my order?

You will not need to sign for orders which have been despatched using Royal Mail.

How will I know you received my order and when will payment be deducted?

After placing an order we will send an email confirmation to say that your order has been received. Payment will be taken immediately.



In the rare instance that any of the items you have ordered are not available, we will contact you by email and only charge for the items that we have in stock.



Refunds and Returns

How do I cancel an order?

We want you to be delighted with your online purchase, so if your goods are unwanted for any reason, please let us know you wish to cancel your purchase within 14 days of delivery. You must then return the unwanted goods, unused and in original packaging, within 14 days of cancellation to:

*BCA Online Shop - Returns
1 Windrush Square
Brixton*

*London
SW2 1EF*

We recommend that you use a recorded delivery service or obtain a Certificate of Posting, as the parcel remains your responsibility until it reaches BCA. Our returns policy does not affect your statutory rights.

Please note that we cannot refund or exchange items that have been personalised or earrings suitable for pierced ears.

We are sorry, we cannot offer refunds on Gift Vouchers.
Gift Vouchers also may not be exchanged for monetary purposes.

What do I do if my order arrives damaged or faulty?

In the unlikely event that your goods arrive faulty or damaged, please email retail@bcaheritage.org.uk for advice on how to return the good(s) in the original packaging with all relevant documentation. Please also state the nature of the defect and let us know if you would prefer a refund.

We do not offer exchanges at this point.

How long will it take to receive a refund for returned products?

We aim to process all returns within 1-2 weeks of receipt. Once processed, and if the return meets our refund criteria, we will issue the refund via original method used. Please allow up to 5 working days for this to show in your account.



Other Frequently Asked Questions

How do I purchase a gift voucher?

Gift vouchers can be purchased On-line or in person at the BCA Shop, all gift vouchers are currently e-vouchers.

How do I redeem a gift voucher?

Gift vouchers can be redeemed Online as a payment method by entering the Voucher Code at checkout, or in person at the BCA.

Are online prices the same as in BCA's gallery shop?

Yes, the price of products online should match those in the gallery shop. However, we do sometimes run promotional offers and exclusive online discounts. You can keep up to date with our latest offers by signing up to our mailing list.

Are all products I've seen in BCA's gallery shops available online?

With the exception of items showing as 'Out of stock' all of the products in our gallery shop are available online.

Will my order include a sales receipt?

No, we do not include a sales receipt as you receive an email confirmation after your order has been purchased.

Can I use the website to reserve items for collection at the BCA shop?

At present we are unable to offer a Click and Collect service at the BCA. Sign up to our **mailing list** and we will keep you up to date with any changes.

Where can I get more information about a product?

Email us at retail@bcaheritage.org.uk and our team will be able to help you.

How do I contact BCA Online Shop?

You can use the email retail@bcaheritage.org.uk and our team will be happy to help.



I am a Member of the BCA. Do I get a discount?

Friends of the BCA receive a 10% discount on BCA Shop products. The Friends Discount cannot be applied to: art, limited editions, custom prints, stamps, all sale products, gift vouchers and Friends membership packages. This discount cannot be used in conjunction with other offers.

The discount cannot currently be used in the Online Shop, but is welcome in the Onsite Shop.