PBC Darts Store Ltd

Delivery policy

Last updated September 2026

How we deliver online orders, what it costs, and what happens if something goes wrong.

At a glance

- We deliver to UK addresses only.
- Orders are dispatched within 2 to 3 working days. We don't dispatch at weekends or on bank holidays.
- Standard delivery (3 to 5 working days) costs £5, and is free on orders over £100.
- Premium delivery (1 to 3 working days) costs £7.50, or £3.75 on orders over £100.
- Click and collect from the shop is free.
- You'll get an email with a tracking number once your order is on its way.
- If your order arrives damaged or doesn't arrive, contact us and we'll put it right.

Where we deliver

We deliver to addresses in the United Kingdom. We don't currently deliver outside the UK.

When your order is dispatched

We process and dispatch orders within 2 to 3 working days. We don't dispatch orders at weekends or on bank holidays.

At busy times dispatch can take a little longer. If there will be a significant delay, we'll contact you by email or phone. If we can't deliver your order within 30 days, you can cancel it for a full refund.

Delivery options and prices

- **Standard delivery, 3 to 5 working days:** £5. Free on orders over £100.
- **Premium delivery, 1 to 3 working days:** £7.50. Reduced to £3.75 on orders over £100.
- **Click and collect:** free.

The order total used for these prices is the value of your items, before delivery. Delivery times are counted from when your order is dispatched and are estimates, so occasional delays can happen. You'll see your delivery price at checkout before you pay.

Click and collect

Choose click and collect at checkout and collect your order from PBC Darts, 820 Wimborne Road, Moordown, Bournemouth BH9 2DT, during opening hours. Please wait until we've told you your order is ready, and bring your order confirmation email with you.

Couriers and tracking

The courier we use depends on the size and value of your order, so we can give you the best service for the price. Once your order has been dispatched, we'll email you a shipping confirmation with your tracking number. Tracking numbers become active within 24 hours.

Damaged, incomplete or missing orders

Your order is our responsibility until it's delivered to you. If it arrives damaged, has something missing, or doesn't arrive, contact us as soon as you can and we'll arrange a replacement or refund. If an item is damaged, please keep it and its packaging until we've sorted it out.

Returns and refunds

For returns, cancellations and refunds, see our returns policy.

Your legal rights

This policy doesn't affect your legal rights as a consumer.

Contact us

PBC Darts Store Ltd, 820 Wimborne Road, Moordown, Bournemouth, Dorset BH9 2DT. Phone 01202 029355 or email pbcdartsstore@outlook.com.