



Shipping and Returns Policy

Goods are dispatched within 5 working days of receipt of your order.

Sometimes, due to circumstances beyond our control, your order may be delayed. On some occasions, particularly with a popular product demand may exceed supply. At IVE Group (formerly the Blue Star Group) we have a policy of ensuring we have adequate stock to cover consumer demand but occasionally there may be a slight delay or unavailability. Where a product is unavailable, we apologise for the inconvenience.

When calling our Customer Service operators because of damaged or faulty goods, please refer to your order number so that your query can be processed quickly.

All products returned must be issued with a product return number, which must be written on the form sent with the product when it was delivered to you. Please complete the form after calling our customer service team to obtain your product return number. This ensures your return is processed quickly and efficiently.

When returning products, always enclose your details, including name and address (and the address you had the product sent to, if your current address is different), your product return number, or order number, and a contact telephone number. If the goods are faulty, please state the fault.