

## About Us

*Small enough to care; big enough to be noticed.*

## Who Are We?

We are part of CuteBitz Limited, a company that operates in several niche markets catering for almost everything from classic board games to laptop bags. Each market has its own specialist store providing the widest range of products available within that market.

## What Do We Do?

Our business, and its success, revolves around the very simple philosophy that small is beautiful. Although we're growing quickly we still follow the old fashioned idea of a local store. That is to provide personal service, fantastic customer support and quick delivery.

If you order before 3pm (Monday - Friday) we'll dispatch your order the same day and in the unlikely event the item you order is out of stock we'll phone you as soon as possible to let you know. We will always explain all the alternatives, propose a number of solutions and if none of these prove to be acceptable, will always offer a full non-quibble refund.

We have our own warehousing facility and dispatch team. So when you order we can dispatch the item immediately, but more importantly, if you happen to order an item which is out of stock at the time of your order, we'll call you to keep you updated and offer you a number of options including cancellation (with a full immediate refund), exchange or upgrade or to wait for the item to come back into stock.

## How Do We Do It?

We contact manufacturers, test their products, and then, if the product meets our standards and represents good value for money, we add them to our stock and list them on the relevant site. It's that simple. We offer great products at excellent value and are so confident with this that we offer a price match service.

## What If Something Goes Wrong?

Simple - just call us and we'll try and fix it and if we can't we'll provide you with a replacement or a refund, whichever you prefer.

## Still Not Sure?

We're a limited company with our office located in Guildford, Surrey. We're registered with Companies House (Co. Reg. Number: 06547472) and HM Revenue and Customs (GB932214847). Our contact number is 01483 45 86 44 and our payment system is secure. But if you're not happy with that you can come and collect your goods directly from us - and meet us. Just give us a call or drop us an email to arrange an appointment.