

Information

Payment, Changes, Cancellation Despatch and Delivery

Payment

Orders are processed when payment has been received. All major credit and debit cards are accepted. If you would like details for bank transfer, please phone us on +44 (0) 118 9360 735.

Changes to your order

If your order has not been printed, we will try to make any changes requested. Please phone us to check on +44 (0) 118 9360 735 or email hello@rapidbars.com and we will confirm if changes are possible.

Cancellation

Provided we have not started making your order, you can cancel and receive a full refund. Please contact us on +44 (0) 118 9360 735 or email Hello@RapidBars.com to check your order status.

Despatch

We will send an email confirming your order has been received and is being processed. A second email will be sent to you advising when your RapidBar will be despatched and expected delivery date. RapidBars are usually despatched within 10 days of order.

Delivery

We use a trusted overnight courier who will contact you via email with updates to advise estimated delivery date and time. If you have provided your mobile number, you will also receive SMS text message updates.

Storage and Transportation

RapidBars are supplied in a durable protective wheelie case; this offers easy transportation and protection when being moved and stored. It is recommended that two people lift to prevent back injury, or prevent damage to the case and the RapidBar itself.

Supplied Foamex and/or corrugated card panels should be inserted between each section of the bar while in the case, this prevents friction between the metal parts when being transported, so your RapidBar should always reach its destination in perfect condition.

Usage and Safety Information

- RapidBars are made from flat sheets of plastic core with a thin sheet of metal each side. If dropped, scraped or generally misused the metal may dent and/or burr. Care should be taken to avoid injury from damaged areas. A metal file can be used to smooth any rough areas if required.
- RapidBars can be cleaned by wiping surfaces with a damp cloth, using warm soapy water. Harsh cleaning agents may damage the surface or graphics.
- RapidBars can be used outdoors in most weathers, but please remember that if left outdoors for extended periods the graphics can be bleached by sunlight.
- We advise against using or leaving RapidBars outside in high winds or exposed locations.
- The maximum weight limit for each shelf is 50kg. This weight should also be evenly distributed and applied with care, rather than dropping items onto the unit from a height. If a beer keg needs to be stored please remove bottom shelf and store directly on the floor.
- Don't, stand, jump or dance on bar shelves or bar top, due to risk of breakage or injury.
- Take care when closing the lock mechanism not to trap fingers. Do not force and always check alignment.

Problem with your RapidBar?

Refunds

We're sure you'll love your RapidBar, most of our customers do! As RapidBars are made to order, we do not offer refunds so please make sure you check your order before placing it and order the correct product and graphics.

Problem with your order?

We make every effort to ensure your RapidBar is built to a high standard. If your RapidBar is faulty, or you have a problem with your order please phone us on +44 (0) 118 9360 735 or email Hello@RapidBars.com.