
Busy Outdoors KnowledgeBase

All Articles in All Categories

Contents

Main	1
Delivery	1
<i>How quickly will my goods be dispatched?</i>	1
<i>How much does it cost?</i>	1
<i>Missed the courier?</i>	1
<i>Can I request a weekend delivery?</i>	1
<i>Can I have the goods delivered to a different address to my invoice address?</i>	1
<i>Will you deliver outside the UK?</i>	2
Payment	2
<i>I get to the checkout but can't see a "Buy" button..</i>	2
<i>What does 3d-Secure mean at the checkout?</i>	2
<i>Does the price on the website include VAT?</i>	2
<i>How secure is ordering online?</i>	3
Products	3
<i>Are there any videos available of your products?</i>	3
<i>How can I check that I am buying the right clothing size?</i>	3
Cadac	4
<i>Global Replacement parts</i>	4
<i>Smoky, yellow flame from the Eazi Chef</i>	4
<i>What gas regulator do I require?</i>	4
Enduro Caravan Mover	5
<i>What will it fit?</i>	5
PowrTouch	6
<i>Powrtouch installation</i>	6
Returns	6
<i>I want to return something</i>	6
<i>I have a problem with the goods that were delivered?</i>	6
General Enquiries	7
<i>I need something that isn't on the website?</i>	7
<i>What is your environmental policy?</i>	7
<i>I'm so impressed with your service, I want to tell everyone!</i>	7
<i>Getting help using the website</i>	7
<i>What does Sold Secure mean?</i>	8
<i>Find A Calor Gas Dealer</i>	8
Caravanning Tips	8
<i>Wardrobes and coat hangers</i>	8

Main

Root Category

There are no articles in this category.

Delivery

FAQs about how we ship your goods

How quickly will my goods be dispatched?

If we have the item in stock we will generally send it out the same or next working day. 98% of our orders fall into this category. We will always dispatch in 3-5 working days and if it will be longer then we will contact you by email or phone.

How much does it cost?

Our shopping cart has a unique facility to estimate delivery charges before you have even registered. On the first page after you have added a product to your basket, you will see an option to enter your postcode. Do this and click go and the actual delivery charge will be added so that you can see the total.

Missed the courier?

I only popped out for a minute, but I've now missed my delivery and I've had a "missed delivery" card put through my door. What happens now?

Follow the instructions on the card from APC and call the telephone number indicated to the courier company who will arrange a second delivery. Please don't call us as there is nothing we can do!

Can I request a weekend delivery?

Yes, you can request a Saturday AM delivery. There will be an additional charge for this. Please call before ordering if you require this service.

Can I have the goods delivered to a different address to my invoice address?

Please amend the delivery address at the checkout stage. We reserve the right not to deliver to an address other than the card holder's. We may call to confirm your delivery address if it is different the invoice address - this protects us and you.

Will you deliver outside the UK?

We can deliver outside of the UK and some of our products will show the delivery cost to Europe automatically. If you have any other questions please use our Contact form and we can get a delivery quote for you.

Payment How to pay us!

I get to the checkout but can't see a "Buy" button..

If a "Go to payment" button isn't present, it is because you do not have Javascript enabled on your browser - solution:

For Internet Explorer 6/7:

- From the Tools menu select Internet Options.
- Select the Security tab, and then select the Custom Level button.
- Scroll down until you see Scripting options. Make sure the Enable radio button under Active scripting is selected.
- Click OK to save changes.

If you're using Mozilla/FireFox 1.5 or Mozilla/FireFox 2.0...

- Select Tools from the menu bar
- Click Options
- Click the Content image button
- Activate the Enable JavaScript option

What does 3d-Secure mean at the checkout?

3D Secure is a culmination of Verified by Visa or MasterCard Secure Code. 3D Secure is the latest fraud prevention initiative launched by the card schemes as a more secure method for authenticating the cardholder at the time of the transaction. This prevents misuse of your card and fraudulent transactions.

If your card is part of the scheme and you have already registered, then you will be redirected to the Verified by Visa/MasterCard Secure Code website to enter your password. If you haven't registered then you will be invited to do so and it only takes seconds. If your card is not part of the scheme yet, then you won't see the extra checks.

More information:

<http://www.visaeu.com/verified/>

<http://www.mastercard.com/securecode/>

Does the price on the website include VAT?

Yes.

How secure is ordering online?

We take web site security and your online protection very seriously. When using any part of the site that requires personal information to be sent, the pages are secured with 256 bit encryption and you will see the "padlock" in your browser to prove the page is secure. In the bottom right of the browser window is proof of our SSL certificate provided by Comodo. Hover your mouse over this or click it to see more details. All credit card processing is handled by SagePay and we never store or even see your credit card details.

We accept payment by all the major credit card companies excluding American Express. We use SagePay as our payment gateway and all payments are handled securely by them.

Products

FAQs and facts about our products

Are there any videos available of your products?

We try to make Busy Outdoors as interesting as possible. Some of our products feature a video clip where you see this to give you more of an insight as to the features etc. You will need to have your browser JavaScript enabled to see them. We will add more as and when we can...

How can I check that I am buying the right clothing size?

We realise that buying clothes over the internet can be difficult. Not all manufacturers have standard sizes and one size can vary between garments.

If you order any item of Holebrook clothing from us and it doesn't meet your needs then return it to us in the same condition as it was sent, and we will replace it with a different size or refund you the cost of the item. We have an ACTUAL measurement guide [here](#)

Cadac

Information and tips for the Cadac BBQ range

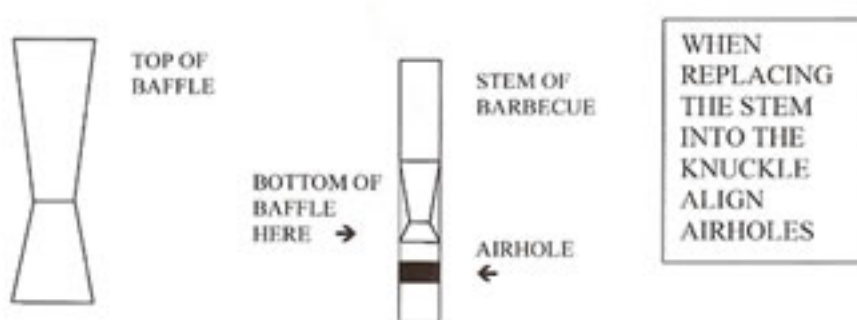
Global Replacement parts

The Global is no longer in production but there are some replacement parts available.

Smoky, yellow flame from the Eazi Chef

Occasionally the Cadac Eazi Chef range produces a smoky, yellow flame from the burner. The cause of this is due to the plastic "baffle" in the stem melting.

Luckily, this is easy to replace and we have them available in our shop - [click here](#) to go to the product page. The year of your Cadac will determine which baffle you will need.



What gas regulator do I require?

We have put together some advice with regards to gas bottles and regulators for our Cadac Barbecues:

Gas Bottles

Butane: Suitable for most situations but not to be used below zero degrees Centigrade

Propane: Suitable when you expect low temperatures or when the gas will be stored outside

Patio Gas: Suitable for the Cadac, the 5kg being butane and the 13kg being propane

Regulators

Butane: For the 4.5kg cylinder you will require a Butane Regulator 28 Bar screw on type. For the 7, 12, 15kg cylinder you will require a 21mm Clip-on regulator

Propane: For all propane cylinders you will require a Propane regulator 37 Bar screw on type

Patio Gas: These cylinders have a 27mm valve and must only be used with 27mm clip on type regulators

Please remember that although using bottled gas is perfectly safe, it should be treated with respect and you should always follow the supplier's or manufacturer's instructions.

Enduro Caravan Mover

Information about this popular mover

What will it fit?

We have an easy to use information sheet that will help you decide if the Enduro will fit your caravan:

Will the enduro fit my caravan?

The enduro is suitable for L-profiled chassis with a chassis thickness between min. 2.8mm and max. 3.5mm.

The standard installation kit only provides parts for installing the mover within the measurements shown below:

Are there adaptor kits available for non L-profile chassis?

Yes, please give us a call

Will the enduro fit on twin axle caravans?

Try the Enduro2!

Can I fit the enduro myself?

Please review the user manual which may help you to decide if self-fit is an option, if not please contact your dealer or a mobile fitter.

What is the warranty information?

This product is covered by a 2 year Parts & Labour guarantee if fitted by a professional installer.

A further 3 year extended warranty is available from Purpleline.

Please note that our guarantee covers reasonable use of the Mover, it does NOT cover any damage caused by misuse. The also applies to a malfunction of failure of the mover that has been caused by poor or incorrect installation.

To ensure the validity of the guarantee please carry out maintenance in accordance with the maintenance section. We reserve the right to make a call out and/or repair charge for any work required to be undertaken to rectify faults that are outside of the company's control i.e. caravan battery failure, incorrect or poor fitting, misuse, accidental damage, etc.

Does the enduro have soft start and stop?
It has precision control operation and provides excellent accuracy.

Where is the best location for the mover?
The best location for the enduro is in front of the axle. However if this is not possible it is usually possible to fit behind the axle.

Does it fit on a caravan with shock absorbers?
Yes.

PowrTouch

Caravan mover information

Powrtouch installation

The PowrTouch range of caravan movers are available for DIY fitting and still offer a 5 year guarantee. If you would like to see how easy they are to fit before purchasing then please download the manual:

[PowrTouch Manual](#)

Returns

I want to return something

I want to return something

You can return goods within 7 working days in line with our terms & conditions. Please log in to your account and use the Return Authorisation Request to let us know that you are returning items. The goods must be returned in as sold, un-opened condition and sealed in their original packaging.

If the goods are not subject to a warranty claim then the costs of returning goods to us will be met by you. When we receive the goods we will authorize a refund. We will refund for the cost of the goods only. When returning a product from an order that was originally carriage free the standard delivery charge will be deducted from the refund.

The goods will remain your responsibility until they have been safely delivered to Us. We strongly advise that you insure the goods and get proof of posting or send by special delivery at the very minimum.

I have a problem with the goods that were delivered?

Please check your goods within two days of delivery as per our terms and conditions. In the unusual event that anything is wrong, please contact us and we will do our level best to rectify the problem. Please do not use the goods until you have checked that everything is as it should be and then we will all be less stressed!

General Enquiries

Where we answer everything else!

I need something that isn't on the website?

Please give us a call or use our contact form and we can probably get what you need.

We do sometimes run out of things despite being meticulous planners! If a product is out of stock, the shop will tell you. You will also see a Notify Me button which you can use to be sent an email when the item comes back into stock. It still maybe worth contacting us though as stock is arriving everyday!

What is your environmental policy?

We try to re-use all the packaging that comes to the warehouse and if it can't then it is recycled. It means you might not get a pristine cardboard box but hopefully you will re-use it too.

I'm so impressed with your service, I want to tell everyone!

We love hearing from our satisfied customers and it would be great to use your comments on our web. Please use our Contact form and select "Testimonial".

Getting help using the website

We have tried to make the shop as easy to use and navigate as possible. If you get stuck at any time then let us know. We can take orders over the phone (01224 676155) if there is no other means. We encourage our net savvy customers to use our support system and that way we both know what is going on.

Where you see this logo, that's "Busy" and he has all kinds of hints and tips associated with our products.

If you use the "Contact" button on this page and type in your question in the box provided, a list of suitable suggestions will magically appear and you may find your answer there.

What does Sold Secure mean?

SOLD SECURE

Sold Secure, the Home Office and police-inspired and supported attack test house, is the only fully accredited UK-based organisation testing the effectiveness of caravan and trailer security devices. Operating from purpose-built premises near Daventry in Northamptonshire, the company works very closely with CITARG, the caravan industry technical committee overseeing security matters in the generation of specifications and security awareness.

A division of the Master Locksmiths Association, Sold Secure have developed and launched with CITARG a new specification to keep up to date with the methods used by thieves. Increasing numbers of caravan insurance companies fully recognise the work done for the benefit of the caravanner.

Products tested to the 'Silver' standard offer theft resistance aimed at preventing determined attacks. Products tested to the 'Gold' standard offer theft resistance aimed at preventing dedicated attacks. A new 'Diamond' standard has now been developed in conjunction with the NCC (National Caravan Council) for a new class of caravan security called Wheel Locks.

Current information on products is available on the Sold Secure website: www.soldsecure.com

or telephone 01327 264687. Other approval organisations are TUV (Germany) and TNO (Holland) – for further information check with the manufacturer. Note that the attack test procedures normally used by these organisations are not specifically designed for caravan products.

(reproduced from a Caravan Club article)

Find A Calor Gas Dealer

If you need to find out where your nearest Calor Gas dealer is, please follow the link below:

[Calor Gas Dealers](#)

We don't supply the larger Butane or Propane bottles.

Caravanning Tips

A few gems we have picked up along the way..

Wardrobes and coat hangers

If you find that your clothes that are on coat hangers jump off the wardrobe rails when in transit, then place the coat hangers in alternate directions on the rail. This really works!