

# Miniature Scale Models LLP

For the ease of reference, section five of our 'STANDARD TERMS AND CONDITIONS OF SALE - "THE AGREEMENT"' has been extracted below. The full 'STANDARD TERMS AND CONDITIONS OF SALE - "THE AGREEMENT"' can be found on the Terms and Conditions page of our website ([www.miniaturescalemodels.com](http://www.miniaturescalemodels.com)).

## 5 Returns

5.1 If You are a private consumer (as opposed to business user) You may cancel any order made by You via Our website, mail order, e-mail or telephone at any time within 14 days of receipt by You of the Goods - thus allowing you to assess the suitability of the Goods for the purpose that You will use them.

To cancel the order You must notify Us either by e-mail (via the Contact Form on [www.miniaturescalemodels.com](http://www.miniaturescalemodels.com)) or by post (to our Registered Offices, please see the footer of each page). You must return the products (at Your own cost and suitably and securely packaged) in the same condition that they were in when they were dispatched to You and We accept no liability for Goods which are lost or damaged in transit from You. The provisions of this clause 5.1 shall not apply to orders made at exhibitions.

The goods (not any Delivery charge) will be credited within fourteen days.

5.2 Goods which are returned to Us must quote the original invoice number.

5.3 Any returned item lost, damaged or defaced in transit to Us will not be credited. If You have not received an acknowledgement or credit note from Us within 14 days You should notify Us.

5.4 Any returned items must be suitably and packaged with Our name and address.

5.5 Goods can only be returned for credit if unused, complete and in the original packaging unless

5.5.1 there has been a delivery error;

5.5.2 such Goods are returned in response to a product or batch recall;

5.5.3 such Goods are damaged or faulty;

5.6 Subject to conditions 5.1 to 5.5 above, We will give credit of a sum equal to the price paid by You for the Goods for:

5.6.1 Items returned to and received by Us in a re-saleable condition provided they are received within 30 days of invoice date.

5.6.2 Any item received damaged, or unusable provided We are notified and the item is returned according to condition 4.5.

5.7 If, at Our sole discretion and with no obligation on Us to do so, we agree to the return of saleable Goods to Us after 14 days from the invoice date, We reserve the right to levy a handling charge normally of, but not limited to, 25% of the invoice value for such Goods.

5.8 We reserved the right to charge carriage on returns where collection is arranged by Us unless

5.8.1 there has been a delivery error;

5.8.2 such Goods are returned in response to a product or batch recall;

5.8.3 such Goods are damaged or faulty;

5.9 In all cases where the Goods are returned You must quote the Invoice Number.

5.10 Where We accept that there has been a shortage in Goods dispatched or the Goods have been damaged in transit, We shall replace such Goods at the previously invoiced price.

5.11 Order Cancellation

Subject to 5.1, an order can only be cancelled at Our discretion.