



**TERMS OF BUSINESS**

- 1) Please send Payment with order (Cheque, major cards (Debit cards preferred), cash, or postal orders). Please make cheques payable to STEVE FLOWERS.
- 2) POSTAGE & PACKING. UK ONLY. Prices stated do not include postage. Orders under £10.00 please add £4.00 - please note that orders containing paint will not fit in a £4.00 box and will be charged the higher postage price, orders £10 and over please allow £5.50. Orders over £75.00 will be sent via Royal Mail Special Delivery / 24 tracked service and charged accordingly (Dependent on weight up to 500g we estimate this to be around £11.45) - this is to ensure the safe and secure arrival of your items and to allow adequate insurance cover for your items.
- 3) OVERSEAS ORDERS. All international orders are sent via tracked service and may require a signature on delivery, Airmail postage will be charged at cost set by Royal Mail Airmail service. Please note we are longer able to despatch paint overseas under the Royal Mail Dangerous Goods Act. Credit Card details required with order.
- 4) TITLE TO GOODS ACT All goods supplied remain the property of Model Supplies Ltd until full payment has been received.
- 5) All items are offered subject to availability, we reserve the right to amend prices without notification. If cheque value is short, orders are sent out to value of the received payment.
- 6) Please allow 20-25 days for delivery. **Items needing exchange must be returned within ten days for credit or exchange.**
- 7) Restoration charges will differ from above, quotes will be given on an individual basis. Delivery times will also differ from above.

Your order must be paid for before shipping. We accept all major credit cards. When placing an order we will require your full name, full address & postcode, along with your card details (including security code and expiry date). Details accepted by telephone or email.

**To enable us to deal with your requests as efficiently as possible please include your full name and address with ALL correspondence.**

We do not charge your card until your order is ready for dispatch.

We are a PCI DSS (Payment Card Industry Data Security Standard) compliant company. We do not store any card holder details online and maintain a policy of protecting our customers with firewall configuration and anti-virus software in all our online dealings.

Guarantee - Normal product manufacturers guarantees will apply in addition to the consumers' statutory rights. UK Sales Of Goods Act applies. This does not affect your statutory rights as a consumer.

Refunds & Cancellation - We will refund the original order value, (or relevant part of) if the goods are faulty or incorrect, as per the UK Sale of Goods Act. Refunds will be made by the same method as the payment. Please note the items must be returned within 10 days.

In addition, you also have the right to cancel goods received within 14 days, with a full refund, for whatever reason, but they must be returned undamaged, unused with any seals intact and in a saleable condition. However, you will have to meet the return shipping costs.

**CREDIT CARD DETAILS**

<b>Card Type</b>	American Express      Visa      Mastercard      (delete as appropriate)
<b>Card Number</b>	<input type="text"/>
<b>Expiry Date</b>	<input type="text"/>
<b>Security Code</b>	<input type="text"/>
<b>Switch Issue No.</b>	<input type="text"/>
<b>Start Date</b>	<input type="text"/>
<b>Signature</b>	<input type="text"/>