

TERMS OF BUSINESS

1. UK ORDERS.

1a - PAYING FOR YOUR ORDER. Payment is required with YOUR order either by credit/debit card, cheque, payable to STEVE FLOWERS, or postal order. We will not debit your card until your order is sent out. Details required for card payment are the long card number and expiry date from the front of the card plus the last 3 digits from the signature strip. It is advisable to check stocks of limited edition items when ordering, as they may no longer be available. Items that are out of stock, we will issue an 'out of stock' notice and post to you when they become available.

1b - SHIPPING. Prices stated do not include postage. For orders under £10.00 please add £3.00, for orders £10 and over please allow £5.00. Orders of significantly higher value will be sent via Royal Mail Special Delivery and charged accordingly - this is to ensure the safe and secure arrival of your items and to allow adequate insurance cover for your items. UK paint orders will be sent via courier as Royal Mail are refusing to carry liquids.

1c - DELIVERY. Please allow 10 working days for delivery.

2. OVERSEAS ORDERS.

2a - PAYING FOR YOUR ORDER. Payment is required with YOUR order either by credit/debit card or cheque, payable to STEVE FLOWERS, in GBP Sterling only. We will not debit your card until your order is sent out. Details required for card payment are the long card number and expiry date from the front of the card plus the last 3 digits from the signature strip. It is advisable to check stocks of limited edition items when ordering, as they may no longer be available. Items that are out of stock, we will issue an 'out of stock' notice and post to you when they become available.

*****PLEASE NOTE: To help avoid fraudulent action, we would advise you to inform your card provider/ bank that you are expecting an international charge from us.*****

2b - SHIPPING. Prices stated in catalogue do not include postage. All international orders will be sent via tracked service and will require a signature on delivery. If no one will be available to sign for the parcel, please inform us of an address where someone will be available to accept delivery. P&P prices start from £5.30, dependant on order size and value. If you have access to an email address, this would also be helpful so we can forward your tracking details to you.

2c - EXCLUSIONS. Please note: Unfortunately we are no longer able to despatch paint overseas as CAA / Royal Mail will not carry liquids. Therefore, orders requesting paint will have those items removed, and the total adjusted accordingly.

2d - DELIVERY. Please allow 21-25 working days for International Deliveries.

3 - RETURNS. Incorrect or damaged/broken items must be returned within 14 days for credit or exchange. 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 re-saleable condition. However, you will have to meet the return shipping costs.

4 - AVAILABILITY. All items are offered subject to availability, we reserve the right to amend prices without notification. Cheque value short, orders sent out short.

5 - RESTORATION SERVICE. Quotations for restoration of models will be given on an individual basis, and acceptance of the quote, together with payment, must be received before restoration begins. Delivery times will also differ from above.

6 - TITLE TO GOODS ACT. All goods supplied remain the property of Model Supplies Ltd until full payment has been received.

7 - 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.

8 - REFUNDS & CANCELLATIONS - 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 fourteen days.

9 - COMPLAINTS PROCEDURE - If you have any complaints, then please telephone, email or write to us and we will endeavour to respond/rectify within 7 working days.

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

Please ensure that you include your full name and address on ALL correspondence to enable us to deal with it efficiently.

CREDIT CARD DETAILS

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