

Steve Flowers Model Supplies Ltd

25 Pennant Close, Glenfield, Leicester LE3 8LL

Phone 0116 233 2288 Fax 0116 224 4035

www.model-supplies.co.uk

email: info@model-supplies.co.uk, sales@model-supplies.co.uk

From:

Name _____

Address _____

Post Code _____

Phone Number _____

Date of Order _____

Email : _____

Manufacturer	Model No	Quantity	Detailed Description of Item	Price Each	Total	For Office use

<p style="text-align: center;">VAT No 813 1746 48</p>	<p style="text-align: right;">Sub Total</p> <p style="text-align: right;">Postage & Packing</p> <p style="text-align: right;">Grand Total</p>	
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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 £3.50, orders £10 and over please allow £5.50. 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 insured cover for your items. UK paint orders will be sent via courier as Royal Mail are unable to carry. £5.30 plus the relevant postage. Please note we are longer able to despatch paint overseas as Royal Mail will not carry it. Credit Card details required with order.

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

5) Please allow 20-25 days for delivery. Items out of stock will be posted when available. Wrong or broken items must be returned within ten days for credit or exchange.

6) Restoration charges will differ from above, quotes will be given on an individual basis. Delivery times will also differ from above.

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

Your order must be paid for before we send it out. You can either send us a cheque made payable to STEVE FLOWERS or money order by post. Alternatively you can purchase any of our goods using any major credit card by supplying us with your card details (including security code and expiry date) by telephone, fax or email. Please ensure that you include your full name and address details on **ALL** correspondence to enable us to deal with your requests as efficiently as possible.

We will not debit your card until your order is sent out. It is advisable to check stocks with us before ordering limited editions, as stocks may be sold out.

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 fourteen 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.

Complaints and Problems - We endeavour to respond within 7 working days.

All international orders will now need to be sent via tracked service and will require a signature on delivery, costs start from £5.30 plus the relevant postage. Please note we are longer able to despatch paint overseas as Royal Mail will not carry it. **We are no longer quoting P&P for these overseas orders.** With the increasing amount of mail going awry, all orders will be via Royal Mail Aisured (to PO Box numbers), or International Signed For (requiring a signature). Credit Card details required with order.

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"/>			