

422 Modelmaking

Terms of Business

Product Specification

Orders must include a precise description and quantity of the items required. For bespoke commissions a specification, total cost, timescale for delivery, and postage and packaging (P&P) cost will be confirmed by us, which must be agreed by the customer before any payment is requested and production commences. We want to be absolutely clear about your requirements and are therefore happy to discuss these before any order is made.

For commissions, we will provide updates on production at regular intervals during the process to ensure that you are satisfied that your specification is being met. Small adjustments to the original specification are possible early on in the design but any significant changes may result in a revision of the overall cost. For example, changes may impact on the cost of materials used, the size and weight of the finished model (which may affect postage costs) and the production time. Under these circumstances additional costs must be agreed and paid for before we can continue production.

Payments

In most cases payment will be required with your order. Items ordered through eBay will be in stock (unless otherwise stated in the listing) and will be despatched in accordance with eBay policy. Items ordered via the website may have to be made to order, which will affect despatch times. You will be advised of this at the time of ordering.

Paypal is our preferred method of payment and for orders made outside of eBay we will send you an invoice detailing the payment plan, specification and terms.

For bespoke commissions, orders totalling less than £100 (excluding P&P), payment will be required in full on receipt of an invoice from us. Production of orders will not commence until payment is received.

For orders totalling more than £100, an upfront non-returnable deposit of 50% is required before production will commence.

Delivery

Posting and packing costs will be estimated at the point of order based on item size, weight and value.

All items of value less than £5 excluding P&P will be sent by Royal Mail second class post. Proof of posting will be obtained by us.

Items of value above £5 excluding P&P will normally be sent by Royal Mail second class recorded post and will require a signature on delivery. Tracking numbers will be provided.

Items which exceed the size and weight requirements of the normal Royal Mail services will be sent by another courier. Our preferred courier is ParcelForce.

Customer collection/hand-delivery: Certain model specifications may only be agreed on the basis of customer collection or delivery, particularly over-sized buildings and those with detailed accessorising which may be vulnerable to damage in the post.

Cancellations and Returns

We accept that in certain circumstances customers may change their mind about orders and request a refund before an order is despatched. We are prepared to consider these circumstances and requests on an individual basis.

For bespoke commissions, if work has not commenced on production of the order a full refund may be offered, though we reserve the right to retain any reasonable costs where these cannot be recovered elsewhere, such as the initial order administration. Likewise, where work has already begun on a bespoke model which would be difficult to sell on, we would reserve the right to retain a percentage or all of the initial amount paid.

Requests for returning items may be considered on an individual basis. If a return is agreed, the buyer pays return postage using a fully tracked and insured service. Only items received back in their original condition will be refunded.

We do not accept returns of bespoke commissions, the only exception being if the item is damaged on arrival. In such instances, photos of the packaging and damage to the item will be requested.