

## **Terms and Conditions at Grimsby Model Centre**

We are constantly striving to improve our service so we reserve the right to change items on our site, including prices, our Terms and Conditions and add or remove website functionality at any time without notice.

### **Mail Order**

Our main trade is face to face at 22 Lord Street, where we consider that we can give the best service...

Mail order can be arranged exceptionally, via email or telephone request from customers.... Payment will need to be received either by Paypal or Card over the phone.... PLEASE DO NOT EMAIL CARD DETAILS.....

Delivery will be added by arrangement on the sale and will be included in the total cost...

### **Prices**

All prices for products are in GBP Sterling . In Store Prices are the amount you will pay in our shop.

### **We Believe in showing clearly the amount you will pay IN TOTAL.**

Prices listed may vary in store where necessary.

We reserve the right to adjust prices as necessary due to market fluctuations, and without notice.

### **Shadow Stock**

This means that the item is currently not on our shelves but will normally be easily obtainable within a couple of days.... Please phone or Email and we can be more precise...

### **Orders**

You can place orders Mail, Email, or telephone

Our website does not allow you to offer to purchase products from GMC. . There is no contract of sale until we despatch your order. If we decline your offer we will advise you and refund your payment. By placing an order you are deemed to have accepted our Terms and Conditions.

Products listed are subject to availability. If for any reason a product is out of stock, we will notify you and offered the options to either wait until it is back in stock, change your order to an alternative or cancel your order.

Images are for illustration purposes only. Colours and styles may vary.

### **Payment**

In Store we accept payments in Cash, by most major Credit and Debit Cards, and by arrangement through Paypal.

For any Mail Orders Carriage will be agreed at the time... There is not a need to open a Paypal account to use this free and secure method. If desired, you can also deal with us directly in person or by telephone and supply your card details for processing on our shop terminal.

PLEASE DO NOT EMAIL CARD OR BANK DETAILS for your own security

### **Cancellation Returns and Refunds**

If you wish to cancel an order before it has been despatched then you must contact us immediately.

In accordance with the EU Distance Selling Directive, you have a seven working day period starting from the day you receive your order in which you can return any products for a refund. You must inform us in writing or email before the end of this period. The products must then be returned unopened, if appropriate and in their original packaging in acceptable condition. You are responsible returning item acceptably. Refunds will cover the value of the products and original delivery costs but not the costs of return and will be given as soon as practical . Any due refund payment will be within thirty calendar days from that date.

### **Faulty Goods**

Returns of goods which are deemed faulty will be similar to the above, but reasonable costs of that return will be refunded.

Link to ODR platform as required by EU Law [http://ec.europa.eu/consumers/solving\\_consumer\\_disputes/non-judicial\\_redress/odr/index\\_en.htm](http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/odr/index_en.htm)

### **Delivery**

We will always endeavour to get your order to you as quickly and as safely as possible. Orders are normally shipped within a maximum of 48 hours of receipt of cleared payment excluding weekends and public holidays. Any delays will be advised as appropriate.

Please advise us by Email of any issues so we may resolve them as soon as practical

We use Royal Mail packets and standard parcels or a 24 hour courier is used for our next day express service.

**WE REGRET THAT DUE TO THE EVER INCREASING COSTS OF CARRIAGE MANY OF OUR ITEMS SENT TO YOU MUST BEAR THAT COST**

We delivery charges are for Mainland England, Wales and Scotland excluding the Highlands, Islands and Northern Ireland. Please contact us for charges to any other destination.

Orders for 24 hour courier delivery must be received before 12 a.m. Mid day. Please note that some of our delivery services will require a signature on receipt.

### **Insurance**

We do not Insure items sent by carrier/Post. We will get Proof of Posting/Recorded Delivery as appropriate. It is the responsibility of the buyer to ensure that their purchase is fully insured against loss or damage in transit if wished. Many of the items that we sell are of high value and the compensation offered by the basic insurance included in the delivery charge is inadequate. GMC cannot be held responsible for any losses resulting from inadequate delivery insurance.