

## The 2mm Scale Association

### Products and Publications

#### Mail Order Terms & Conditions July 2023



1. Accessibility
  - a. Association products and publications are available to buy, through the mail order shops, to fully paid up Association members only, subject to availability.
  - b. A limited range of publications and promotional items are available, through the non-member's sales web page, to non-members to promote the Association to the wider modelling community.
2. Orders
  - a. Members should use the Association shop web pages to generate their order and submit it by email to the appropriate shop.
  - b. Members without access to the internet may send an order by postal mail and pay by cheque.
  - c. By placing an order, members agree to abide by these terms and conditions.
3. Availability
  - a. Where items are temporarily out of stock, they will be marked as such on the web pages and ordering will not be possible.
  - b. If an item goes out of stock between a member creating the order and the order being received, the shopkeeper will advise the member and adjust the order.
4. Payment
  - a. Members are required to pay for their orders prior to dispatch.
  - b. The current payment arrangements are shown on the order forms (paper or web page).
  - c. Members must follow the payment instructions as failure to do so may result in the order being delayed or cancelled.
5. Dispatch
  - a. Orders will be processed and dispatched as soon as possible.
  - b. Shopkeepers are volunteers and they will have other demands on their time. Please be patient.
  - c. Members should include an email address with their order and will then be advised of dispatch along with any appropriate tracking references.
6. Non-receipt
  - a. Members must advise the Association of non-receipt of any order within the following timescales from the date of the dispatch email, or from payment if no dispatch email has been received:
    - i. UK – 14 days
    - ii. Non-UK – 21 days
  - b. Claims for non-receipt after these dates will not be accepted.
7. Returns
  - a. Returns of unused items for refund or alternative items are at the Association's sole discretion.
  - b. Members must contact the appropriate Shopkeeper before returning any items.
  - c. Members must pay for the return of the items and for the posting out of any alternative items.
  - d. An administrative charge of 15% of the value of the returned items, subject to a minimum charge of £5.00, will be made.
8. Statutory Rights
  - a. These terms and conditions do not override member's statutory rights.
  - b. Members placing an order with the Association for products and/or publications are deemed to have accepted these terms and conditions.
  - c. Members should contact the shopkeeper, in the first instance, if they have any issues.