

# SQUIRES

## ORDERING INFORMATION

### 1. ORDERS BY POST

please send to:- Squires Model and Craft Tools  
100 London Road  
BOGNOR REGIS  
West Sussex  
PO21 1DD

**ORDERS BY TELEPHONE:-** 01243 842424

**FAX:-** 01243 842525

**Normal shop hours:-** 9.00 - 5.30 Monday - Saturday

**Closed on National Bank Holidays**

2. When ordering please quote **ORDER CODE** and **TYPE DESCRIPTION**, plus **QUANTITY** required, whenever possible please use our order form. Please keep a copy of your order for your records.

3. All prices in this catalogue include VAT at 20% and are for the quantity shown i.e. each, per pack etc. Note: If the rate of VAT or the basis under which VAT is charged is changed, then our prices will change in accordance with the new rates as soon as they come into force.

4. Prices for mail order, retail and exhibition sales are the same. When we promote a product or pass on a manufacturers or suppliers price reduction this will be offered to all customers purchasing the applicable product for the period of the price reduction. If you have over remitted a refund will be made, if you are remitting by credit card you will be charged the lower price. The right to increase prices without prior notice is reserved.

5. You may pay for your order by:- CHEQUE, POSTAL ORDER crossed and made payable to **SQUIRES**, by CREDIT CARD - MASTERCARD, VISA or by DEBIT CARD. If you wish to send cash this **MUST** be sent by REGISTERED mail. Payment for overseas orders is required by CREDIT OR DEBIT CARD. Please do **NOT** use email to send your credit card details, please use telephone or fax.

6. Our **MINIMUM MAIL ORDER VALUE IS £15.00** and is dispatched **POST FREE** to a **SINGLE U.K.** destination. Overseas postage is at COST, VAT free OUTSIDE the EC ONLY. Note we are NOT able to issue VAT exemption forms by post.

7. Most orders received by post will be dispatched by return, telephone orders received up to about 4.00pm will usually be dispatched the same day, any items that we are unable to supply immediately, and that we can supply in a reasonable time will be advised as a "TO FOLLOW" item and the EXPECTED DISPATCH DATE will be advised. If we are unable to supply an item within twenty-eight days we will make an immediate refund and advise the expected date of availability for re-ordering if required. NOTE when payment is made by credit card we will only charge for the items that we are able to despatch, items that are out of stock and marked "to follow" will be charged at the time of despatch. Items ordered that we cannot supply within the above terms will be cancelled.

8. **Damaged goods please contact us for instructions BEFORE returning.** Goods sent in error may be returned and will be replaced as soon as we receive them, provided that they have been carefully packed and that we have stock available. **SECOND CLASS** Royal Mail postage only will be refunded.

9. **Distance Selling Returns - 7 Day Money Back Policy.** Squires offer a 7 day money back policy. To return a product you must first telephone Squires to obtain a Returns Number, this must be noted on all documentation and on the outer packaging when the goods are returned, **NO** markings are to be made on the product or products packaging. Your documentation must include your proof of purchase. The returned item must be complete, unused and in an "as new" condition with the original packaging. We will not accept for return items that have had a manufacturers/suppliers warranty or registration invoked, this will be deemed as Customer acceptance of the goods. Squires must receive all returns within 7 days of the Returns Number being issued, any goods received after the 7 days will be dealt with individually. All returns are to be sent to Squires, 100 London Road, Bognor Regis, West Sussex PO21 1DD. Carefully package the item and ensure sufficient postage is paid, goods are returned at the customers own cost and risk, you must obtain proof of posting in case of non-receipt. **Squires will not accept parcels that have insufficient postage paid.** Do not return goods without a Returns Number, as this will delay any credit. Note Certain products due to their nature are exempt from the 7 Day Money Back Policy, this would include for example consumable items, kits that have been built, cut cable etc. **Note Squires are NOT able to issue Returns Numbers or accept Returns of Goods under "The Distance Selling 7 Day Money Back Policy" at our Exhibition Sales Stand.** Where goods are returned after the expiry of the 7 Day Money Back Policy but within a reasonable period Squires reserves the right to levy a handling charge of 20% with a minimum charge of £5.00