

SQUIRES MODEL & CRAFT TOOLS

TERMS OF BUSINESS

Every order placed is subject to the following terms and conditions and no terms listed in a buyers conditions will apply unless agreed in writing on our stationery and is signed by a partner of Squires.

1. METHOD OF PAYMENT all orders must be accompanied by full remittance. Payment may be made by cheque or postal order, crossed and made payable to Squires, or by credit card Mastercard, Visa, Visa Debit cards, Switch/Maestro cards.

2. CARRIAGE AND PACKAGING our minimum order value is £15.00 (inclusive of VAT) and will be dispatched post paid to a single UK destination. For overseas orders, carriage and insurance will be charged at cost. VAT free outside EC only.

3. DISPATCH orders will normally be dealt with by return. Any items that are out of stock will be marked "to follow" and the anticipated dispatch date advised. Any item that we are unable to supply within twenty-eight days will be refunded/not charged, and that item will be cancelled.

4. 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 items for return 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, 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**

5. GUARANTEE all goods in this catalogue are guaranteed to be brand new and to meet the manufacturers specifications. Goods returned to us faulty will normally be replaced at our discretion, provided they have not been misused or damaged in any way.

6. SPECIFICATIONS AND ILLUSTRATIONS in this catalogue are given in good faith but are for guidance only as goods are subject to alteration without notice in order to maintain delivery and prices, and for product improvement. Care is taken while compiling the information in this catalogue, but Squires cannot accept responsibility for any consequences, direct or indirect, arising from any error or omission in this catalogue or any statement made by Squires representatives as to the specification of any product or the suitability for a defined purpose, unless that information is confirmed in writing.

7. PRICES in this catalogue will be held for as long as is possible. However, we do reserve the right to alter prices without any prior notice and prices will be those ruling at the time of despatch. Prices shown are inclusive of VAT at the prevailing rate, currently 20%.

8. CLAIMS in case of short delivery or damage should be notified within three days of receipt. Any queries regarding non-delivery must be made within twelve days from the expected dispatch date.

9. COMPUTER DATA details of your order and your name and address will be held on our computer for the purpose of matching your requirements to future products and for information. We will not divulge this information to any other persons or organisations.

SQUIRES GIFT VOUCHERS

**Supplied with a quality card
redeemable at any of our exhibition
stands, by mail order or at our shop.**

GV5 - Gift Voucher Value £5.00

GV10 - Gift Voucher Value £10.00

GV20 - Gift Voucher Value £20.00

**Squires Model & Craft Tools is the trading name of Roger V and Amanda J Lewis of
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