

## **Dart Castings Limited - Terms and Conditions**

*This is a printable version of the terms and conditions that can be found on our website*

**Dart Castings Limited** is a company registered in England and Wales (Number: 06216403) whose registered office is 17 Hurst Close Staplehurst Kent TN12 0BX.

In these terms and conditions, the terms 'Dart Castings', 'us' and 'we' refer Dart Castings Limited. The term 'you' refers to the customer or the user or viewer of this website.

Monty's Models, MJT Scale Components and Shire Scenes are brand names of Dart Castings.

Dart Castings is not registered for VAT.

### **Website conditions of use**

By continuing to browse and use this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern Dart Castings Limited's relationship with you in relation to this website. If you disagree with any part of these terms and conditions, please do not use our website.

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You may not, without our express written permission, distribute or commercially exploit the content of this website. Nor may you transmit it or store it in any other website or other form of electronic retrieval system.

## About our products

We reserve the right to change prices, availability and specifications at any time without prior notice.

Please note that our products are not toys and are not suitable for children.

Many of our products contain white metal (a lead-tin alloy) and others are made from brass, nickel-silver or stainless steel and can have sharp edges. Appropriate care must be taken when handling these products. We are not able to accept responsibility for any losses or injury caused by the misuse of our products.

It is not unusual for castings to have a small amount of 'flash' where they are released from the mould. This can easily be removed before painting.

We endeavour to ensure that all our products are in good 'saleable' condition. If you receive a faulty item please let us know. Please do not return the item without talking to us first as returning it may not be the most economical solution.

In order to keep our prices down and do our bit for the environment, we may pack multiples of the same item in a single packet. If you do not want us to do this please advise us at the time of ordering. If you are ordering online there is an option to specify this.

## Online ordering

To make an online order simply add items to your shopping basket using the buttons on the product range and product details pages. You can proceed to pay at any stage. You can go to your basket at any stage using the 'View Basket' buttons located on all our product pages. Please note that there is minimum order value of £5 for online orders. This is because it is not economical for us to handle smaller orders due to the charges we incur.

Please note that all online transactions are processed securely by PayPal. We do not hold or have access to any of your financial details. For this reason payment is taken **at the time of purchase** – not at the time of dispatch. For more information about PayPal see their web site.

Our shopping basket is handled by Mal's E-Commerce – which is a certified PayPal shopping cart provider confirmed as Hacker Safe by McAfee.

When you complete your order and pay, you will receive two emails. One will be a confirmation from us, and the other a receipt from PayPal.

If you have any problems with an online order, please contact us using the details below to discuss it. We will always do our best to resolve any problems you may have.

## Mail order

We can accept mail orders in any readable form. You can find a printable Order Form on our website. Alternatively, you can use the first stage of the online order process to create and print the shopping basket list and post it to us. **Don't forget to add your name and address.**

Please include payment with your order. Cheques (£ Sterling) and Postal Orders should be made payable to **DART CASTINGS** and sent to the address below.

## Email and telephone orders

Please note that we are not able to accept orders via e-mail or telephone as we cannot process credit or debit cards directly.

## Postage and packing

Postage and packing for all orders in the UK is charged at £3. International orders are charged at £6. When ordering online please select either UK or International shipping as appropriate.

## Delivery

Please allow 28 days for delivery. We will dispatch your order as soon as we can but please note that we cannot hold stock of every product in our range and some items may need to be cast to order; hence the relatively long lead times. If we are unable to ship your complete order within 28 days we will endeavour to contact you to agree part shipment or a refund.

If for any reason you are not satisfied with your purchase, you may return it to us within 30 days of receiving it for a replacement or refund. If you wish to return an item, please contact us first if possible so we can do all we can to resolve any problems.

### **Privacy policy**

We will hold your contact details only for the purposes of handling your order and dealing with queries. We do not keep any other personal information about you.

We will not pass your contact details to a third party without your permission except where legally required to do so. Our website does not use any tracking cookies. Mal's E-Commerce uses a temporary cookie known as a 'single session cookie' purely for functional purposes to record the contents of your shopping basket. This cookie doesn't contain any personal information, just details of what is in your shopping basket.

### **Statutory rights**

These Terms and Conditions do not affect your statutory rights.

### **Contacting us**

You can contact us easily using our feedback form, by email or post. Please note that we operate the business on a 'part time' basis and we all have other day jobs so contact via telephone can be a problem for us and we much prefer email.

**Postal Address:** 17 Hurst Close, Staplehurst, Kent, TN12 0BX

**Email Address:** enquiries@dartcastings.co.uk

**Telephone:** 07362 525547

We are unable to accept orders over the phone but are happy for you to phone us for information or to follow up on an order. Evenings and weekends only please.

### **Special orders**

We are happy to discuss special orders - for example bulk supplies of a single cast part that we would normally sell as part of a kit.

[Click Here](#) to add a special order to your shopping basket.

**Please do not use this facility without discussing your order with us first - use of this facility without doing so will invalidate your order and we may not be able to refund it.**

Updated: 12/01/2024