

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.

The information contained in this website is for general information purposes only. The information is provided by us and while we endeavour to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose.

Information on the website is subject to change without notice.

Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website.

This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.

All trademarks reproduced in this website which are not the property of, or licensed to, the operator are acknowledged on the website.

Unauthorised use of this website may give rise to a claim for damages and may be a criminal offence.

From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse those websites or any product content therein. We take no responsibility for the content of the linked websites.

Your use of this website and any dispute arising out of such use of the website is subject to the laws of England, Northern Ireland, Scotland and Wales.

Every effort is made to keep the website up and running smoothly. However, we take no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

Copyright notice

This website and its content are copyright of Dart Castings Limited. All rights reserved.

Any redistribution or reproduction of part or all of the contents in any form is prohibited other than the following:

- You may print or download to a local hard disk extracts for your personal and non-commercial use only
- You may copy the content to individual third parties for their personal use, provided you acknowledge Dart Castings as the source of the material

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 print our Order Form [here](#). 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: 01580 892917

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.

31/05/2019