

## **POSTAGE, DELIVERY & RETURNS:**

### **PURCHASING DIRECTLY FROM US:**

On this website you can directly purchase the full range of Siege Scenics Premium Miniature Scenic products from our shop. Each product on our website has full information, descriptions and advice to help inspire creativity and bring your battlefields to life.

### **POSTING YOUR ORDER:**

Based in the UK, we post our shop orders daily using a variety of different postage methods and carriers according to your location and whether you choose a tracked shipping option or not. Depending on your location and the size of your order delivery times can vary and it can take a day or two to get your order sent from our premises due to unforeseen delays that are not within our control.

Most of the time and under normal circumstances you should expect to receive your order in the postage time frames displayed on your selected postage service and carrier at the point of checkout in our shop. For all non-UK locations we advise that you do take into consideration delays or extra time for any customs clearance of your order. Customs clearance can vary massively depending on the speed of your country's custom services.

### **POSTAGE COSTS:**

The cost of postage depends on your orders total weight, parcel size, delivery service chosen and the country of destination. Postage costs are calculated automatically in your "cart" at the point of checkout once you have selected which postage service and carrier you want your order sent with.

A tracking number is always provided on all special delivery service orders. Please allow a few days before tracking information is available or received. If you do not receive tracking details for your order after purchase, please get in contact with us for them on the email below or send a message through our contact form on the contact tab of this website.

[siegescenics@gmail.com](mailto:siegescenics@gmail.com)

### **UK Shipping Fees:**

#### **STANDARD:**

**Royal Mail (24) Tracked - £5.50**

**Royal Mail (24) - £4.99**

**Royal Mail (48) - £3.99**

#### **EXPRESS:**

**Royal Mail Special Delivery Next Working Day (Tracked) - £7.99**

**DHL Express (1-3 Days) – TBC**

#### **INTERNATIONAL:**

**DHL - TBC**

### **POSTAGE DELAYS AND LOST PARCELS:**

If for any reason that your order has not been delivered to you within the timeframe of your selected postage service and carrier, please contact us via the email address below:

[Siegescenics@gmail.com](mailto:Siegescenics@gmail.com)

Delays do occur from time to time which are out of our control as a result of our delivery partners. We will always endeavour to do all we can as a business to help you and get an answer from our delivery partners. Under normal circumstances, delays should only be a few days up to a maximum of 7 days later than the selected postage delivery service at the point of checkout. If your order does not arrive in this extra time frame, we will do all we can to investigate and get to the bottom of things for you.

For tracked orders, if there isn't an update within 14 days of expected delivery, we can then open an investigation and claim with our delivery partners and get the missing order compensated. After 4 weeks, a missing order is considered lost, at this point if you have not contacted us, please do so with your order number and tracking number for a replacement shipment or full order refund.

If you did not select a tracked shipping service at checkout, we must allow a full 4 weeks before considering your order lost and proceed with sending you a replacement or offering a full refund.

Siege Scenics Limited will not be held responsible for unclaimed parcels, incorrect addresses or your unavailability to receive your order. It is your responsibility as a customer to complete address details correctly and fully along with being available to receive deliveries.

If a card is left and you are not in to receive the parcel, failure to collect the parcel in the available time frame will result in your order being returned to us. Siege Scenics Limited will not be able to refund you any shipping costs or customs charges paid for your order, you will be liable to pay any additional shipping charges to have your order sent out again.

#### **RETURNING AN ORDER TO US:**

To return a product to us, you should ship the product to our address detail on the contact page of this website.

For us to be able to offer a full refund on any returned orders, your items must be unused, in the original unopened packaging and in the same condition that you received it from us. Any damages, missing items or the condition being anything less than new will reduce or invalidate the ability for a refund to be issued to you by us.

Once we receive your returned order, the contents will be checked for their condition and any issues with the items. We will email you to notify you that we have received your returned items and that all is well with them along with details of a refund. If there are any issues with the returned items, all evidence of the issues will be emailed to you along with photographic evidence.

Returns to us and how long they take do vary depending on where you live and where you are sending from. The service you have chosen also contributes to this so please consider this when returning an order along with sending an email notifying us once it has been sent along with your order number.

Siege Scenics is not and will not be responsible for any shipping costs associated with returned orders. We do not refund these postage costs and they are payable by the buyer who is liable for this cost. All returned order shipping costs are non-refundable.

For large orders please consider using a tracked postage service or purchasing shipping insurance. Siege Scenics Limited cannot guarantee that we will receive your returned item due to postage situations that not in our control and we will not be held liable if your return order goes missing or is lost by the postage service you chose to return the parcel with.

For any international orders returned to us, upon arrival in the UK your return order may be subject to customs clearance by UK customs. Any custom charges incurred by your returned order will be deducted from any refund amount. The option to pay these and receive a full refund for your order will be given.

Returns are only available for 7 days after your order is delivered to you, no refunds or offers of exchange will be issued for any orders outside of the 7-day cooling off period.