

The Gunner (The Gunners Store Ltd) & Sentimental Journey

GENERAL TERMS & CONDITIONS OF BUSINESS

ALL SALES:

- All pre used goods are sold as collectable items and not as suitable for any other purpose. In the case of clothing, this includes the wearing of such items. We will not be held responsible for any damage howsoever caused after goods have been received. Any shortages in deliveries must be reported to us within 48 hours of delivery.
- New Manufactured **reproduction** items are not sold or warranted as being suitable for any use to which the original would have been put, and should be considered as collectable items only.
- All descriptions are as accurate as can be made in the circumstances and all items are believed to be genuine unless stated otherwise.
- Condition of items is always a subjective issue and as such our judgement may not be the same as the customers, on this basis we endeavour to give full and accurate descriptions on all previously used items.
All goods remain the property of Sentimental Journey or The Gunner until payment is received in full.
- We reserve the right to levy interest on overdue accounts at the rate of 3.5% APR per day on the amount overdue.
- Any request for return must be made within 24 hours of receipt (over the counter sales only).
- Any items received by the customer which were supplied correctly as ordered will incur a restocking charge equivalent to 25% of the items value (this does not include those sold by a 'Distance Selling' method, e.g. ordered through web shop or via the telephone). Refunds of non distance selling transactions are given at our discretion.
- All Prices are in Pounds sterling.
- Warranties: Most new items are covered by a warranty, the length varies depending on the type of item, for example an Air Rifle will have 1 year manufacturer's return to base warranty, whereas a reproduction item must only match it's description and meet the provisions of the Sale of Goods acts, if it is found to be faulty on receipt we will replace it. Where a warranty exists this will be advised to the customer either in the product description and/or at the point of sale.

MAIL ORDER SALES Known as 'Distance Selling':

- Goods are normally despatched on the Monday after order is received. All goods will normally be despatched within 21 (normally less than 8) days of receipt of payment, but if there are unavoidable delays, due to temporary closure for holidays or illness, not more than 30 days. We do not guarantee delivery times and will not be held responsible for delays to time critical deliveries. You confirm that you agree to this, and all other terms in this document by making your purchase
- Any Shortages within a consignment must be notified to Sentimental Journey or The Gunner (The Gunner's Store Ltd) within 24 hours of receipt.
- Any incorrect items within a consignment must be notified to Sentimental Journey or The Gunner (The Gunner's Store Ltd) within 24 Hours of receipt.
- No goods will be despatched until paid for IN FULL unless invoiced on account.
- Postage costs are not included, please telephone to agree p&p, if you are shopping in our online store this will be calculated for you.

CANCELLATION OF ORDER

- Under distance selling rules the customer has a 14 days period to cancel their order from the day after goods received, or if the goods have not yet been despatched the customer has 14 days in which to cancel the order. Notification must be by Phone call, letter, Fax, Email or the form which can be downloaded from our web shop. Refund of the amount paid will be made upon receipt of goods or proof of despatch within 14 days of receipt of goods or proof of despatch. The Customer must pay the cost of (or arrange for) return delivery. We will also refund the basic delivery cost i.e. If the customer could have chosen 48 hour delivery but opted for 24 hour delivery at extra cost we will only refund the cost of 48 hour delivery as allowed in The Consumer Contracts (information, Cancellation & additional Charges) Regulations 2013. This does not affect rights under other regulations regarding faulty or incorrect goods.
Media on CD and DVD which has been opened is not eligible for return or refund, neither are any downloaded items once the download has commenced.
Where an item has been used, rather than just inspected and/or the sealed item packaging (not the delivery packaging) has been opened and there has been any reduction in the retail value of the item thereby we have the right to reduce the amount of refund by a reasonable amount. For orders through our web shop please see the link to the cancellation instructions

COMPLAINTS PROCEDURE

If we should receive a complaint about any part of our service, by phone, e-mail or letter, then it will be dealt with promptly we aim to reply within 5 working days unless we are unavoidably closed through circumstances such as a need to be off site (holidays, illness, business trips etc) in which case the period may extend in line with our delivery times to a maximum of 30 days. It will then be dealt with confidentially, and effectively.

- The terms and conditions contained herein do not affect your rights under English law.