

Step by Step Guide to Returning Goods

If your purchase was faulty

We're sorry if your purchase was faulty. We will attempt to rectify the problem as soon as possible.

Please note that Crash Damage is not covered by any guarantee and that items that show signs of significant use (e.g. mud covered RC cars, Scalextric sets where cars show crash damage or worn out braids) cannot be refunded but may be covered by manufacturers warranties – see inside the appropriate package or call us for advice in this instance.

- 1: Fill in the attached "Details" form and place it with the item you are returning.
- 2: Package your item securely, ensuring all parts are included.
- 3: Paste the address sheet supplied with this letter on the package and complete the Sender's information section.
- 4: If your parcel is small enough for the regular post, please take your parcel to the post office, and ask for a certificate of posting (this is free and proves you have returned the item to us in the unlikely event the post office manages to lose it!). See below for the service to ask the post office to use – we can only refund your postal costs up to the rates of the services below.
If the parcel is heavy and was delivered to you by courier or Parcelforce, please contact us as it may be quicker and easier for us to have the parcel collected from you by the courier.
- 5: We will address the problem as soon as the package is received in store. We will then repair/replace/refund the item as appropriate and we will refund your postal costs (up to the 2nd Class or Standard Parcel rates for the weight returned – see below).

If you simply do not want your purchase

Non-faulty items which are simply not required may be returned within 7 days of receipt for refund (or 7 days of 26th December for Christmas presents). For refund, goods must arrive back in perfect, resalable condition – a deduction will be made for items which have been dirtied, opened, played with or otherwise used. Kits which have been started cannot be refunded. RC Cars which have been used cannot be refunded unless faulty – however, most RC cars are covered by importers warranties.

- 1: Fill in the attached "Details" form and place it with the item you are returning.
- 2: Package your item securely, ensuring all parts are included and that it has not been used etc.
- 3: Paste the address sheet supplied with this letter on the package and complete the Sender's information section.
- 4: Take your parcel to the post office, and ask for a certificate of posting (this is free and proves you have returned the item to us in the unlikely event the post office manages to lose it!) – see guide below for the cheapest way to return your product to us, as we regret we cannot refund postal costs.
If the parcel is heavy and was delivered to you by courier or Parcelforce, please contact us as it may be quicker and easier to have the parcel collected from you by the courier. There is a charge of £7.00 for this service on non-faulty items, which will be deducted from any refund.
- 5: If it is valuable, insure the parcel with the post office (see guide below). It is wise to do this, as until the parcel is received by us it remains your property and responsibility.
- 6: When we receive your package, we will check the product over and provided it is unused a refund will be issued for the product's purchase price. Postage and Packing charges are not refundable.

Dealing with the post office

Some post office's attempt to sell you a costlier service than is needed to return your parcel. Ask to send the parcel by one of the following methods:

If it is light in weight and worth less than £50, ask to send the parcel by "SECOND CLASS POST". If the post office worker tells you that it is too heavy, ask to send the parcel by "STANDARD PARCEL SERVICE" (See below).

If the product is heavy (or light weight but worth more than £50) ask to send the parcel by "STANDARD PARCEL SERVICE". This costs (as a guide) around £6 for under 2KG, or around £8 for up to 4KG and so on. If the parcel is worth more than £50, ask the post office to insure the parcel – this costs a few pounds extra. **The post office may try to sell you a service called "Special Delivery" – do not use Special Delivery to return items, it is unnecessarily expensive and we are unable to refund the additional cost of this service*.**

In either case, ensure that you get a certificate of posting from the post office which is date stamped and has our address on it, just in case the post office lose the parcel – as it proves you have sent the item back to us.

* Refund of return postage costs refers to faulty items only, refund will be made in postage when requested.

IMPORTANT: The following items are non-returnable as it is against Post Office regulations to post them. For refund purposes, these items can only be returned if brought in person to our store – model engine fuel, aerosols (e.g. paints), certain paint products.

DETAILS

| | |
|---|------------------------------|
| Date Of Original Order (As on receipt): | |
| Name (As shown on card): | |
| Address: | |
| Telephone numbers: | Returns Authorisation Code*: |

* Please email us for a returns ID code, advising the item and a brief note for reason of return, before sending your item back.

| | |
|---|---|
| FILL IN THIS SECTION ONLY IF YOU ARE REQUESTING A REFUND. REFUND CAN ONLY GO BACK ONTO THE SAME CARD USED TO PAY FOR THE ORIGINAL ORDER. | |
| <i>If you paid by Paypal or Google the refund will either be back to your Paypal/Google account or by Cheque (depending on timescale).</i> | |
| Payment Method | CARD PAYPAL GOOGLE CHEQUE CASH |
| If by Card – Type: | VISA MASTERCARD MAESTRO SOLO (Circle as appropriate) |
| Card Number | |
| Valid From (If shown) | Maestro/Solo Issue No: |
| Expiry Date | 3 Digits On Back: |

| FAULTY? COMPLETE THIS SECTION | | | | |
|--------------------------------------|--------------------|------------|------------------------|------------------------------|
| Qty | Code & Description | Price Paid | Fault, please describe | Refund, Replace or Exchange? |
| | | | | |

| JUST RETURNING BECAUSE UNWANTED? COMPLETE THIS SECTION. | | | | |
|--|--------------------|------------|-------------------|----------------------|
| Qty | Code & Description | Price Paid | Reason for return | Refund or Exchange?* |
| | | | | |

* If you would like an exchange for a different product of equal or greater value please detail on the reverse of this sheet.

RETURN ADDRESSES

Please cut out the appropriate label and tape securely to the package. Items should be sent back only to the addresses on this page, regardless of whether your order was dispatched by Stevenage or Fenton Barns branches.

USE THIS ADDRESS ONLY IF YOU ARE RETURNING YOUR PACKAGE BY COURIER, NOT BY ROYAL MAIL:

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|---|
| <p>To:</p> <p>Time Tunnel Unit 3, Top Site Fenton Barns Retail Village North Berwick EH39 5BW</p> <p>FAO: RETURNS DEPT</p> |
| <p>From:</p> |

USE THIS ADDRESS FOR ALL RETURNS BY ROYAL MAIL:

| |
|---|
| <p>To:</p> <p>Time Tunnel PO BOX 13083 COCKBURNSPATH TD13 9AA</p> <p>FAO: RETURNS DEPT</p> |
| <p>From:</p> |

Remember, ask the post office for a certificate of posting. Those with parcel facilities at their place of work may return packages by courier to the "Fenton Barns" address – note however that we cannot refund courier costs.

If you send your items to the wrong address, it's no big issue – but it WILL delay processing of refunds and replacements as Royal Mail deliveries to our Fenton Barns address are delivered centrally on site and may take several days to reach us after Royal Mail deliver them to the management buildings there. Courier deliveries are however brought straight to our door.