

TRADE/ WHOLESALER ACCOUNT HOLDER TERMS AND CONDITIONS

All orders are subject to the below following Terms and Conditions. All orders placed are an acceptance of these terms as explained below.

ORDERS

An order indicates to us that you agree to our Terms and Conditions.

Orders will be fulfilled once payment has been settled by the Trade Account Holder Person/Business.

If a Pro-Forma account is held, goods will only be dispatched once payment has been made.

For credit accounts, goods will be dispatched once credit settled or spending within any specific outlined limits.

Orders placed on Fridays after 2pm shall be assumed for processing on the following Monday (Excluding bank holidays) unless otherwise stated.

If any products are not available due to an error you'll be notified as soon as possible. You'll receive a refund or back-order if you choose this as your referred method.

We'll aim to contact customers 3 times before automatically cancelling orders due to stock or fulfilment errors.

We do not hold or store business card details. If a business wishes for us to hold their card details securely within the payment issuer then written consent will be requested. Card payments are securely processed through our Card Issuer built into our website using the latest encryption and security.

We will have access to your details to be able to confirm, accept and process your order which normally includes, but not limited to, your Billing Address, Shipping Address, Name, Contact Email, Phone Number and any order specific Notes entered at the time of ordering. We will not use your contact details for marketing unless prior consent is received or you sign up to our marketing preferences allowing us to contact you.

Please ensure you give us the correct contact details, including both billing and shipping addresses, as part of your order. We cannot be held responsible for any order date errors. If you notice that there is an error in your order please [contact us](#) and we'll try and ensure your order is amended.

Although we aim to update images to show a true reflection of the product being purchased all images on the website are to be assumed as reference standard stock images. Unless otherwise stated the item received may not truly reflect that as pictured on the product image pages(s). Unfortunately, supplier's change product specifics without prior warning. If certain product attributions are required we recommend contacting us to confirm before ordering.

We accept all major Credit/Debit cards which are processed through the website for Pro-Forma orders or upon invoice details for Credit Facility customers.

FAULTY ITEMS

Faulty items must be reported within 3 business days (Mon-Fri, Excluding Bank Holidays) upon delivery.

We will then confirm and advise whether any goods will need to be returned, credited to your account or repaired. We reserve the right to reject any faulty goods request if prior notice and explanation is not provided.

Faulty goods shall not be the cause of delay for late payment. Any credits will follow on separate documentation and will not form part of the original invoice agreement or such contract.

Faulty goods will always be dealt with in the most economical and efficient process and possible.

CREDIT

Credit facilities may be offered at our sole discretion after at least 1 Pro-forma paid order meeting our MOQ. If applying for credit please fill in the form in full. Return it to us as stated. Forms may be returned if not completed in full.

Credit facilities can take up to 5 working days to be processed.

DELIVERY

This will usually be made via our Courier Partner Parcelforce. Sometimes we may also use DPD, UPS or Royal Mail depending upon final carton numbers and overall weight conditions of orders placed.

Trade Orders will be sent on a fully insured, tracked and next day service upon confirmation of dispatch.

If specific delivery instructions are required this must be left in any order notes. Specifics include, but not limited to, any gate codes, preferred access routes, specific site contacts or specific doors/entrances to use.

It is the Trader's responsibility to schedule a re-delivery or collection. Normally, 3 delivery attempts will be made but this is dependent on the courier used to fulfil your order.

Sometimes we are bound by couriers to comply with their missing parcel policies and this could result in waiting up to 10 working days for deliveries to commence.

If goods arrive damaged upon arrival you must inform us within 3 business days with the details of the damaged goods.

Missing parcels must also be reported within 3 working days with number of parcels received (if any).

PRICING

Prices exclude delivery charges unless otherwise stated. We reserve the right to alter prices at any time. It may be necessary to change prices either up or down, from time to time.

IMAGES

We do our very best to ensure that all items you see are as close as possible to the photographs shown, but, from time to time our suppliers (Including ourselves) may update products, slight variations in colour and size may occur but are very uncommon.

Images are for illustrational purposes only meaning any background items/objects may not be included within the sale of the product(s).

For model figures we cannot guarantee that you will get the exact poses/variations as pictured. [Contact us](#) for more details.

Disclaimer

You agree to these conditions as outlined below as soon as you either purchase from our website or use our website in accordance. Your statutory rights are never effected.

We are constantly thinking of new ways to offer customer convenience so these policies may change from time to time.

GM Model Supplies cannot accept any liability for a failure to comply with instructions specifically stated on the Website. When you place an order to purchase a product from GM Model Supplies your order represents an offer to us to purchase a product which is accepted by us by way of a dispatch note included when you receive your order. Any products on the same order which we have not confirmed as accepted in such dispatch note do not form part of the contract.

GM Model Supplies endeavours to check the accuracy of the information on this site. However, GM Model Supplies does not warrant that such information will be error free and the user acknowledges that information, products and services published on this web site may include inaccuracies and typological errors. If the goods do not on receipt by you substantially meet the description on this website you are entitled to reject the goods and return them to us.

Note: Naturally, none of our business policies overpower your consumer rights.