



Terms and Conditions

Contact details

We prefer that you contact us by e-mail: Games@pevans.co.uk. However, you can also phone 05601 480486 (+44 5601 480486 from outside the UK) or write to *Games from Pevans*, 180 Aylsham Drive, Uxbridge UB10 8UF, UK.

Note: **we are not a shop**, so please don't visit us at this address.

Games from Pevans is a trading name of Margam Evans Limited (company number 05152842, registered office 180 Aylsham Drive, Uxbridge UB10 8UF). Margam Evans Limited is registered for VAT: GB 840 0482 58.

Payment

The website (www.pevans.co.uk/Games) lets you buy games online. You can pay by credit card, which is handled securely through PayPal, or from your own PayPal account. Either way, *Games from Pevans* never sees your financial information. You can find out about all PayPal's security measures on their website: www.paypal.co.uk.

You can also create a PayPal account – if you don't already have one – and then pay through your new account.

If you don't want to pay online, you can send us an order by post with a cheque (in pounds sterling, drawn on a UK bank, payable to Margam Evans Limited) for your payment. You can use our offline Order form or Catalogue to order by post, or simply write down the games you want.

Delivery times and charges

For UK addresses, postage and packing adds 10% to the cost of the games you are ordering – this is calculated automatically if you pay online.

For other EU countries, postage and packing adds 20% to the cost of the games you are ordering – this is calculated automatically if you pay online.

For the rest of the world the games are tax-free (saving about 15% of the price) and postage and packing adds about 35%, giving a net 20% added to the cost of the games you are ordering – this is calculated automatically if you pay online. **Note that you are responsible for paying any import duties or taxes in your own country.** Most of the time it will probably be easier (and cheaper!) for you to buy from a local supplier or shop.

Games from Pevans expects to despatch your order within two working days. We send your order by Royal Mail or ParcelForce, as appropriate, and it should take a further 2-3 working days to arrive within the UK (about a week to other EU countries, several weeks to the rest of the world by surface mail).

If you need something more quickly, contact *Games from Pevans* and we'll see what we can do.

Out of stock games

We aim to keep a stock of all the games listed on the website and to indicate when a game is out of stock. However, a rush of orders for any one title may mean that we are temporarily out of stock. As many of these games are imported, it may take a couple of weeks to get new copies. If this happens, we

will notify you promptly and ask whether you want to cancel your order for a full refund, or wait until the games are available again. In the latter case, we will keep you informed of progress and when you can expect your order.

Returns and refunds

Customers in the UK and other EU countries have the right to return goods within seven working days of delivery for a full refund (there are details of the UK regulations on the Department of Trade and Industry's website: www.dti.gov.uk). We are happy to comply. If you want to return any game on these terms, please let **Games from Pevans** know. Return the game(s), undamaged, to **Games from Pevans**, 180 Aylsham Drive, Uxbridge UB10 8UF. On receipt, we will refund the cost of the game(s) and the normal delivery cost.

Outside the cooling-off period, we will happily refund the cost of any game that is returned within 30 days, provided it is unopened and undamaged. Let **Games from Pevans** know and return the game(s) to **Games from Pevans**, 180 Aylsham Drive, UXBRIDGE UB10 8UF. On receipt, we will refund the cost of the game(s).

If what you receive is damaged, defective or incorrect, please let **Games from Pevans** know promptly and return the game(s). We will be happy to replace them or give you a full refund, including the cost of return postage, as you prefer.

If there are parts missing from the game(s), please let **Games from Pevans** know promptly. We will send you replacement parts as soon as we can – or replace the games, if you prefer.

None of this affects your statutory rights.

Privacy and Security

First off, if you pay online, your payment is handled securely by PayPal. **Games from Pevans** never sees your financial information. You can find out about all PayPal's security measures on their website: www.paypal.co.uk.

The only information **Games from Pevans** needs from you is your name and address, so that we can send you the games you have ordered. If you are buying online, we also need your e-mail address, which connects your payment (through PayPal) to your order. This information is only used by **Games from Pevans** for our internal administration. We will never give or sell your details to any other organisation.

We do ask if you would like to receive occasional news from **Games from Pevans** – to your postal or e-mail address. If you agree, we will keep you up to date with new games available from **Games from Pevans** and other, relevant information. You will be able to cancel this at any time.

These terms and conditions are also available online at www.pevans.co.uk/Games.

If you have any questions, comments or suggestions, please e-mail us at Games@pevans.co.uk or write to **Games from Pevans**, 180 Aylsham Drive, Uxbridge UB10 8UF.