

Games from Pevans

Mail order board and card games in the UK



Terms and Conditions

Contact details

Please contact Games from Pevans by e-mail: Games@pevans.co.uk. You can also phone 020 7183 6256 (+44 20 7183 6256 from outside the UK) during office hours (UK time), Skype Pevans (Pevans56) or write to Games from Pevans, 180 Aylsham Drive, Uxbridge UB10 8UF, UK.

Note: **this is not a shop**, so please don't visit this address.

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

You can often find Pevans at board games events. In particular I'm at Swiggers games club (www.pevans.co.uk/Swiggers) in central London most Wednesday evenings. If there's a specific game you want to try, contact Games from Pevans in advance and I'll bring it along if I can.

Payment

The website (www.pevans.co.uk/Games) lets you order games online. You can pay online using a credit card (securely through Paypal or Amazon) or your Paypal account. In any case, Games from Pevans never sees your financial information. You can find out about Paypal's security at www.paypal.com/uk and Amazon at payments.amazon.co.uk/help/Personal-Accounts.

UK customers who don't want to pay online can place an order online (or use the order form on the website) and send a cheque (in pounds sterling, drawn on a UK bank, payable to Margam Evans Ltd) in payment.

Delivery times and charges

Games from Pevans expects to despatch your order within two working days. The cost of shipping depends on the weight, size and value of the game(s) you order and the service you choose. To check on shipping cost, go to the shopping basket and choose how you want the game(s) shipped.

For UK addresses:

Hermes home delivery takes 2-3 days, is tracked and is cheaper for small orders

Second class post should take 2-4 working days, but is not tracked

First class post should take 1 working day, but costs more and is not tracked.

For other European countries:

Small Packet (up to 2 Kgs) air mail takes about a week

For packages over 2 Kgs, I will get a quote for a courier delivery that should take 5-7 days (though it may cost less to send games individually as small packets) and let you choose.

For the rest of the world:

Small Packet (up to 2 Kgs) air mail takes a week or two; tracking can be added for an extra charge

For packages over 2 Kgs, I will get a quote for a courier delivery that should take 7-10 days (though it may cost less to send games individually as small packets) and let you choose.

Note that, if are outside the EU, your price is net of UK tax (VAT), but **you are responsible for paying any import duties or taxes** in your own country.

Stock status

I aim to keep the games listed on this website in stock and I show their status as part of the listing. The stock status will be one of these:

In stock – it's on the shelves and should be despatched within two working days

Out of stock – I don't have it and neither do my suppliers, but I expect to re-stock when it's available again.

Note that a rush of orders may mean that I'm out of stock faster than I can update the website. I will re-stock, though it may take a couple of weeks. If this happens, I 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, I will keep you informed of progress and when you can expect your order.

I am able to get most games that are in print. **If you're looking for a specific game**, e-mail Games from Pevans and I'll quote you a price (or put you in touch with an alternative supplier).

Returns and refunds

Customers in the UK and other EU countries have the right to return goods within 14 days of delivery for a full refund. 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, I will refund the amount originally paid.

Outside the cooling-off period, I will happily provide a refund for 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, I 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). I 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. I will send you replacement parts as soon as I can – or replace the game(s), 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 the payment agency. Games from Pevans never sees your financial information. You can find out about PayPal's security on their website – www.paypal.co.uk – and Amazon at payments.amazon.co.uk/help/Personal-Accounts.

The only information Games from Pevans needs from you is your name and address, so that I can send you the games you have ordered. If you are buying online, I need your e-mail address, too, as it connects your payment to your order. For deliveries by courier (including myHermes), I also need a phone number – to pass on to the delivery driver. Apart from this, the information is only used by Games from Pevans for internal administration and never provided to any other organisation (except as required by law).

I do ask if you would like to receive occasional news from Games from Pevans – to your e-mail address. If you agree, I 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, e-mail Games@pevans.co.uk or write to Games from Pevans, 180 Aylsham Drive, Uxbridge UB10 8UF

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