

General

- We reserve the right to change these Terms & Conditions without notice by posting the changes to this web site.
- The Feronia Figure Painting site is provided to you free of charge for personal use subject to these Terms & Conditions.
- By using, and ordering via, the Feronia Figure Painting site you agree to be bound by these Terms & Conditions.

Copyright & Trademarks

- All site content is copyright by Feronia Figure Painting and all rights are reserved.
- On occasion third party images, manufacturer logos, or trademarks are included. All such material is copyright the original owner, and all trademarks etc. are acknowledged.

Descriptions, prices & product information

- Feronia Figure Painting reserves the right not to supply goods where errors in the coding of the website result in incorrect prices.
- Painted figures shown on the site are for display purposes only. Figures may not be exact copies of those on display
- Finished figures are dependent on the manufacturer of the figure and the customers own requirements.

Safety

- Tabletop wargames miniatures and accessories are not toys.
- They may contain lead and sharp edges.
- They are unsuitable for children under 14 years of age.

Delivery Times & Special Orders

- On receipt of an order and before any order is dispatched an email, or letter, will be sent containing all the information necessary to establish a contract under the UK's Distance Selling Regulations.
- This will include notification of the anticipated completion date, based on the arrival of the figures with Feronia Figure Painting; this date may be exceeded. The customer will be notified of any extension to this date.
- Please allow up to 28 days for delivery from dispatch. In the unlikely event that orders cannot be dispatched in this time period we will inform you of such a delay.

Delivery Charges

- Delivery costs are dependent on the weight of the finished figures and this will be added on to the invoice before the figures are dispatched.
- All figures will be sent by courier

Import Taxes & Duties

- Customers outside the EU are responsible for paying all applicable local import taxes and duties.
- Feronia Figure Painting declare all orders as commercial samples and will not mark them as gifts in order to avoid local import taxes and duties.

Business Information

- Business details

Feronia Figure Painting is owned and run by David Hutchby.

- Business address

Feronia Figure Painting
191 Welland Road
Hilton
DE65 5NN

- [Email](#)

Missing orders & Incorrect Addresses

- Please allow 28 working days for orders to arrive in the UK and 35 for international orders.
- This will not apply if it transpires you provided an incorrect address when you placed your order. Entering the correct delivery address is your responsibility so please take extra care when entering your address.

Faulty Goods & Incorrect Orders

- These will be either replaced or corrected.
- UK customers should inform Feronia Figure Painting within 14 working days of receipt and return the faulty goods, together with the original packaging, stating the nature of the fault and whether a replacement or a refund is required.
- Customers outside the UK must contact Feronia Figure Painting to agree any return beforehand.

- Feronia Figure Painting will reimburse return postage for all agreed returns of faulty orders.

Right to Cancel (EU only)

- UK & EU retail customers have the right to cancel an order, and receive a full refund, if the order is cancelled within 14 working days. The 14 working day period begins the day after the items were delivered.
- Customers must inform Feronia Figure Painting of cancellation within 14 working days of delivery by letter or email only.
- Customers must comply with our Returns Policy and return any unwanted goods to Feronia Figure Painting within 14 working days of cancelling their order.
- Refunds for cancelled orders will be processed within 14 working days of receipt of the unwanted goods.
- The above only applies to physical products.

Online Dispute Resolution (EU only)

- After attempting to resolve problems directly, EU customers with an unresolved dispute may seek resolution using this service - <http://ec.europa.eu/consumers/odr/>
- This EU-wide platform aims to facilitate the online resolution of contractual disputes between EU consumers and traders over purchases made online.

Returns Policy

- Feronia Figure Painting only accepts returns of products with the original packaging materials. This does not preclude you from opening packs to inspect the contents if they are not clearly visible through the packaging.
- We will not accept returns where, after our inspection, the product has been used. By used we mean such things such as, but not limited to, flags amended or models not on their original bases.
- Customers must bear the cost of return postage of unwanted items and must take reasonable care of the goods whilst in their possession.
- Customers are responsible for the goods whilst in transit to Feronia Figure Painting. Therefore, it is recommended that you use a recorded, or insured, delivery service.
- Customers who cancel an order and who fail to return the goods, or fail to take reasonable care of the goods, will be charged all the direct costs associated with the order.
- If we do not receive the item back from you, we may arrange for collection of the item from your residence at your expense.
- If you do not return an item after our reasonable attempts to recover it, you will be deemed to have accepted the item and be charged accordingly.

Cookies

- A [cookie](#) consists of information sent by a web server to a web browser, and is stored by the browser. The information is then sent back to the server each time the browser requests a page from the server. This enables the web server to identify and track the web browser.
- The web site does not set anything other than first party cookies strictly necessary for the operation of the site. These cookies do not store any personally identifiable information and do not persist beyond the current browser session.

Applicable Law

- These Terms & Conditions shall be governed by and construed in accordance with the laws of England and any disputes will be decided only by the English courts.

Privacy Policy

- Feronia Figure Painting does not ask for your bank account details, nor do we retain contact addresses or emails once the order has been processed and dispatched.