

Terms and conditions of trade

By placing an order with the Welsh Railways Research Circle (WRRRC) you agree to be bound by these terms and conditions of trade.

Ordinarily goods ordered are despatched within 7 days of receipt of your order. However, we have no full time staff and rely on volunteers to provide this service. In the unlikely event of a delay beyond 7 days we will advise you.

Payment

Payment to be made with order and in Pounds Sterling.

Mail Order Sales - We accept payment by cheque (drawn on a UK bank, Postal Order or International Money Order. Please do not send cash.

Online Sales - We accept payment by credit and debit cards via Paypal.

Postage

Transfers are sent by second class mail at a flat rate for UK orders.

For publications we use a price based system for postage and packing largely based on second class post from the Royal Mail up to 2Kg in weight.

For heavy or multiple purchases the likelihood is that they will be sent by courier and will need a signature on delivery. Note that purchasers in the Scottish Highlands & Islands, the Isle of Wight, Isle of Man, and the Scilly Isles attract a surcharge.

Foreign postage is calculated by weight and charged at cost. For publications please contact publication_sales@wrrc.org.uk and for transfers contact transfer_sales@wrrc.org.uk before making a purchase.

Carriage is automatically calculated in the shopping 'basket' or 'trolley' and you are able to see total carriage costs before buying and choose your location and available services on the shopping basket page.

Refunds / Exchanges

If you have ordered an item incorrectly or have changed your mind, we are happy to exchange it for you providing it is returned to us in a re-saleable condition.

When returning goods to be exchanged, please include the appropriate postal amount for the return of the exchanged goods to your address. We will not exchange goods if these conditions are not met.

Should you require a refund on incorrectly ordered goods we will oblige providing they are returned to us in a re-saleable condition and on receipt of a SAE if your order was placed by mail. Online payments will be refunded directly to the payment card first charged.

We will not be held responsible for any item returned that goes missing before it reaches us.

If we make a mistake in completing your order we will cover your return postage costs.

Your peace of mind

Postal addresses - We do not disclose address details collected during the course of business to any third party.

Telephone numbers - We will only use telephone numbers provided with orders to contact you with information regarding your order. We do not disclose telephone numbers to any third parties.

Payment card security - All online purchases are directed to a secure, encrypted payment page hosted and processed on our behalf by PayPal. At no point in the transaction does the WRRRC have access to your credit or debit card details and no record of them is kept by us.