

Games from Pevans

Hand picked board games since 2004



Terms and Conditions

None of these affect your statutory rights.

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 me at 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.

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 your PayPal account (you can set one up as part of the process, but don't have to). Either way, Games from Pevans never sees your financial information. You can find out about PayPal's security at www.paypal.com/uk.

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) or pay by bank transfer (ask me for the account details).

Delivery

Delivery is an additional charge on your order and I charge this at cost. This depends on the weight and size of the game(s), the service you choose and, of course, where you are in the world. To check the precise delivery cost, add game(s) to your shopping basket, select your country and choose how you want them sent – I give some examples below.

I normally despatch orders within two working days. When confirming your order, I will let you know when I expect to send your parcel.

For UK addresses:

- Yodel Direct (tracked) takes 3-4 days (currently £2.91 for up to 1 Kg, £3.91 for 1-2 Kgs).
- Second class post should take 2-3 working days (currently £3.47 for up to 2 Kgs).
- First class post should take 1 working day, but costs more (currently £4.17 for up to 2 Kgs).
- Yodel Direct offers a (tracked) service for you to collect the parcel from a local shop (for the same price as above).

For the rest of the world:

Small Packet (up to 2 Kgs) Standard Air mail takes between one and three weeks (depending on how far it's going) and is not tracked. This costs £9-£10 for a 1 Kg parcel to a European country, £18-£21 to anywhere else. Tracked Air mail costs an extra £4-5 and is required for some countries.

For packages over 2 Kgs, Tracked Air mail is available (but correspondingly more expensive). Alternatively, I will get a quote for a courier delivery that should take 7-10 working days (though it may cost less to send games individually as small packets) and let you choose.

Note that, if are outside the UK, the price you pay is without UK tax (VAT), but **you are responsible for paying any import duties or taxes** in your own country.

Delivery problems

If you have a problem with delivery (such as your parcel not arriving, being sent elsewhere or extra charges being imposed), please contact Games@pevans.co.uk and I will do my best to resolve this with the carrier.

If I cannot resolve the problem, or the parcel is damaged or lost, I will replace it, if possible (using a different carrier), or give you a refund. (See Returns and refunds below.)

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 as usual.

Out of stock – I don't have it, but I plan to re-stock when available.

Out of print – I don't have it, but I'm hoping a new edition/re-print will appear soon.

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 few 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 have the right to cancel their order within 14 days of receiving it 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 **at your cost**. On receipt, I will check the items and refund the amount originally paid within 14 days.

Outside the cooling-off period and for other countries, 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 **at your cost**. 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 at once. If I can replace any missing parts (or the whole game), I will do so as soon as possible. Alternatively, return the game(s) as above and I will give you a full refund, including the cost of return postage.

Privacy and Security

First off, if you pay online, your payment is handled securely by the payment agency (PayPal). Games from Pevans never sees your financial information.

The 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 Yodel Direct), I need a mobile phone number and pass this (and your email address) to the courier to facilitate delivery. Apart from this, the information is only used for my internal administration and never provided to any other organisation (except as required by law).

I do ask if you would like to receive occasional (roughly monthly) news from Games from Pevans – to your e-mail address. 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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