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Company Information

Company name: Railway Preservation Society of Ireland

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Registered number: NI 10798

Charitable Status number: NIC102389

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Email: books@steamtrainsireland.com

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All payment transactions through the RPSI website are processed via a secure online payment gateway and details are not stored on our servers. Payment can be made by using most credit cards and debit cards. Payment for your goods will be debited and cleared from your account upon dispatch of our order.

We are not liable for any delay or non–delivery due to validation checks or if we are unable to obtain authorization of payment.

**Availability & Delivery**

We endeavour to dispatch your order within three working days of the day of receipt. During periods of excessive demand or under other exceptional circumstances these time indications may increase.

In the unlikely event a product you have ordered is out of stock, we will get in touch as soon as possible. You will be welcome to a full refund or to hold for the item to come back into stock (if this is possible within a reasonable amount of time). In the case of a multiple item order, we will deliver the remainder of your items and refund the outstanding amount.

**Changes To Delivery Address, Method Of Payment And Information On Your Account**

When ordering from our website, you can contact us to give us a different delivery address or change your method of payment. You can also email us at
books@steamtrainsireland.com to select a different delivery address, change your method of payment, change your address, telephone number or other contact details.

**Placing An Order**

When you place an order you will be asked to check all your details before placing your order. Once your order is placed you will receive an email from us acknowledging that we have received your order. Please note that this does not mean that your order has been accepted (your order constitutes an offer to us to buy a product). All orders are subject to acceptance by us, and we will confirm such acceptance to you by sending you an email that confirms that the product has been dispatched, however please note that we shall not be responsible if our email is identified by any webmail service as junk mail and undelivered/misdelivered. The contract between us is formed once we send you this Dispatch Confirmation.

**Accepted Payment Methods for Online Orders:**

- Maestro
- Mastercard
- Visa
- Visa Debit
- Visa Electron

**Order Cancellation**

On some occasions, orders or parts of an order may be cancelled by our system due to:

- Problems with processing payment information
- Unavailability of the item(s)
- Inability to deliver to address provided
- Your request for cancellation
- Duplication of the orders

If you would like to cancel your order please email: books@steamtrainsireland.com with your order number. If your order has already been dispatched, we will notify you of this fact. Then once you receive the item(s), please return them in accordance with the Returns Procedure below.

**Returns Procedure**

We hope you are delighted with your order, but if you are not satisfied with the goods you ordered, you have the right to cancel the contract with us within 7 working days of receipt of the goods. Please contact us at books@steamtrainsireland.com for an RA number (Returns Authorisation Number)

Unfortunately returned items not accompanied by a RA number will not be accepted and will be sent back to you.
Please post the parcel back to us within 14 days of receiving your goods, and clearly mark returned packages as ‘Returned Goods’ – this helps to speed up the returns process and avoid unnecessary customs charges. Your items must be returned unused and in the same condition that you received them. We ask that you return items in their original packaging, where this is not possible, the packaging you use must be fit for purpose.

Provided the goods are received according to this procedure, we will reimburse the cost of the goods within 30 days of receiving your returned goods.

Where applicable product seals should not be removed. We will not accept return of goods that we reasonably believe have been used. In such cases, you will be notified by email that no refund will be made available to you and it will be your responsibility to arrange the return of the goods to you within 30 days of our email regarding lack of refund. The only exception to this is in the case of incorrectly supplied or faulty goods, where your statutory rights apply.

Returned goods will be exchanged or refunded to your original method of payment (minus the delivery cost and any other relevant costs incurred).

Any item returned outside the 14 days, not in its original condition - damaged, soiled, altered, without original seal in place, etc., will not be accepted, cannot be refunded/exchanged and will be sent back to you.

Please send all return goods using registered postage or a courier service and retain a proof of postage/tracking, as the goods remain your responsibility until received by the RPSI. Unless your order has been incorrectly supplied or the goods are faulty (although we will check them before we ship to save you this inconvenience), you are liable for the costs incurred for return postage.

Please contact books@steamtrainsireland.com for any further details.

Returns Address: RPSI Postal Sales, 103 Wynchurch Road, Belfast BT6 0JJ, Northern Ireland.

**Damaged or Faulty Items**

You are responsible for examining the goods following delivery. If the goods delivered are damaged or faulty in any way, please notify us within 3 working days from the delivery by email to books@steamtrainsireland.com.

Provided that the goods are unused and have been stored safely and in appropriate conditions, we will repair/replace the goods or offer you a refund.

**Non-delivered or Incorrect Items**

Within the order packaging, you will find a Delivery Note listing goods that you ordered. If the goods delivered do not match those listed, please notify us within 3 working days from the delivery by email: books@steamtrainsireland.com. Provided that the goods are unused and have been stored safely and in appropriate conditions, we will replace the goods or offer you a refund. In the absence of your notice within 3 working days, we shall not be
liable in respect of undelivered, incorrect or defective goods if defects have occurred during transportation and would be apparent on examination. Please provide our Customer Services Team with your order number and keep the original packaging of the items. Goods must be returned to us within 14 working days of delivery. Please ensure that the returned parcel is properly sealed and that you receive and retain a proof of postage. If we accept your return and if you have chosen a refund, we will process the refund within 30 days of the goods. You will be notified by email from our Customer Services Team. Repairs, exchanges and replacements will be processed within 5 working days of receiving the goods. We are not liable for returned goods lost in transit. Your statutory rights remain unaffected.

Delivery

UK Delivery: Add 10% for orders up to £50. If you spend over £50, delivery charge stays at £5

ROI and Eurozone Delivery: Add 30% for orders up to €50. If you spend over €50, delivery charge stays at €15

International: Please email us at books@steamtrainsireland.com for delivery rates.

How long will my item take to arrive?

We endeavour to dispatch all successful orders within 3 days.

Customs

Please note that products delivered to destinations outside the EU may be subject to taxes, fees or other charges as a result of custom regulations/local legislation.

The purchaser is responsible for all custom formalities for the import of the goods as well as for payment of any additional charges, including import duties, custom entry, taxes, levies and any other charges that might be applied outside of the EU.

Please check for import charges applicable in the country of your order destination before ordering items to be delivered there.

Privacy

We treat your information like it was our own so you can be sure that we will protect your privacy. The information you give to us is used to process orders and for us to update you on the status of your order.

When you order we need the following information:

- Full contact name
- Email address
- Billing / delivery address
- Credit card or debit card number
- Card expiry date
• CVV / security codes
• Contact telephone number

Important: All payment transactions through the RPSI website are processed via a secure online payment gateway and details are not stored on our servers.

We will not share any of your details with other companies other than those that are needed to provide your delivery.