



BACHMANN SERVICE TERMS AND CONDITIONS

We offer repair service for products to consumers on the following terms and conditions

1. Repairs will be carried out in accordance with the scale of changes applicable at the time of submission of the model to Bachmann Europe plc ('Bachmann', 'We', 'Us'). Models having a Warranty from Bachmann Europe plc will be handled according to the terms of the Warranty enclosed with the product
2. Models are sent at the owner's expense and risk directly to Bachmann
3. We will agree a price with you ahead of the repair if we expect the cost to be greater than £30 for the smaller scales or £50 for G scale models
4. We cannot guarantee to repair products over 10 years old because of parts availability – please contact us before sending any such models.

Once received, if we determine we cannot carry out repairs, we will let you know. We will charge a handling fee equivalent to the basic service charge in the event of no repairs being made.
5. Where service under the terms of the Warranty is required appropriate proof of purchase must be supplied with the model when sent to us. Claims for reimbursement of any charge paid will not be considered retrospectively.
6. This service does not extend to the repair of products of other brands, e.g. Poole-made Graham Farish; Mainline or Replica models; or Austrian or UK Liliput models.
7. We will notify you once your product has been repaired and we will ask you to make payment for our charges. If our charges are paid by cheque, we will hold the product until payment has been cleared.
8. If you have not claimed your product and paid the charges due within three months of being notified, we will consider the product as abandoned and will take steps to dispose of it in accordance with the applicable provisions of the laws of England.
9. Service charges include provision for the return of your property by Royal Mail second class post, recorded delivery. Special Delivery post with higher level of compensation is available on request and at extra cost.
10. We will not be responsible for models lost, damaged or delayed in transit. Any claims for compensation must be made by you directly to Royal Mail or other carriers as appropriate
11. Only any replacement parts that are fitted as a part of our service work have a warranty for three months from the date of repair. We will repair or replace them free of charge in the event of defect. There is no warranty on spare parts supplied separately.
12. Electronic items or units that are not repairable will be disposed of by Bachmann in accordance with WEEE regulations
13. We may decline service to a model that has been modified cosmetically or mechanically including having been fitted with a DCC decoder after manufacture
14. We will not be held responsible for damage to or *loss of* an aftermarket decoder fitted to a model submitted for service.
15. It may be necessary to change decoder settings during service.
16. All reasonable care will be taken whilst models are in our possession but in the event of loss or damage Bachmann's liability will in no case exceed the manufacturer list price for the product as originally manufactured. Any replacement offered is at the discretion of Bachmann. If in doubt please contact the Service Department prior to the submission of the model.
17. Visitors to the Bachmann premises are by prior appointment only at our discretion