



**Kernow Model Rail Centre**

[www.kernowmodelrailcentre.com](http://www.kernowmodelrailcentre.com)

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## **Kernow Model Rail Centre Collection Policy.**

We encourage customers to reserve items prior to visiting our stores to avoid disappointment, especially if stock availability is limited.

### **Unpaid Reservations**

We offer deposit-free reservations. This means you can contact us before your visit and reserve items that you would like to purchase for no charge at all. We will reserve orders for a maximum of **28 days** before we remove the reservation. Customers will be reminded about their orders before this happens.

### **Paid Reservations**

If you place an order for items that we can supply within 28 days through the website, then you will pay in full. We do not have a maximum collection period for this, but we will remind you if a large period of time has elapsed. Customers can change their order to be sent directly to them, but postage costs will apply.

### **Pre-orders**

Unless the products are expected within 28 days, you will not be charged in full for online or in store pre-orders. If they are expected within 28 days, you will be charged for online pre-orders only. Please refer to our pre-order policy for more information on this process. Once the items are in stock, the paid and unpaid reservation sections apply, depending on the availability of items.

### **Instalments**

We do not offer an instalment process. However, customer may wish to use the 'payment to account' feature to put money on their account over time. The amount is up to individual choice.

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