

Velkommen til EpokeModeller[®]

Trade conditions for non danish customers

EpokeModeller[®]

EpokeModeller[®] is a trademark that is marketed through;
Messe Handel I/S, Ørslevunderskovvej 11, Bringstrup, DK 4100 Ringsted CVR/UID DK 36162562

At this website you can find our products as well as current price and stock status. Intermediate sales are reserved!

If you want to buy some of our products, please send an e-mail to: info@epokemodeller.dk

When ordering, please state the following:

- Your Name;
- Delivery address;
- Your email. to which will respond to
- The mobile number to which the mail must send Text message.
if you've got an customer number, it will be helpfull

Note; Postnord and other carriers require Text message numbers, and are necessary for us to process your order!
SMS number is only used for shipping and in case there is a query for your order.
This number will not be forwarded to anyone else, than the carrier, according to the EU Personal Data Act.

If you do not have an e-mail or have questions about the goods, you can call +45 20 22 04 49.
Since the same phone is used at my work, we ask our customers to, only call during the phone hours; 16:30 and 18:00 on weekdays.
In addition, you can buy our goods at the sales fairs etc. in which we participate.
The events are advertised on: Facebook, Sporskiftet.DK, and on the posting page on this website!

Payment terms:

By Direct Trading; Fairs or visits to the factory sale etc. Net cash; MobilPay or cash!

On shipment; Prior upon receipt of order confirmation MobilPay or Bank transfer.

Order confirmation is sent by E mail, for immediate payment.

When payment is registered, the item is sent as MyPack Collec to pick up the nearest PostNord shipping / parcel box, if it is clearly stated at the time of booking.

EU shipping is normally charged delivery fee; DKK 86,00 (DKK 68,80 + 25% VAT) (including packaging).

Alternative delivery: Delivered to the door or alternate address: (Only if the customer clearly indicates this.) DKK 98 (DKK 78,40 + 25% VAT) per package incl. packaging. Some countries the fee will be calculated according to our current agreement w Postnord. Customs fee 180 kr, + local taxes can be added after delivery in ex Switzerland.

In case of non-payment, the order is canceled after 10 days without further notice! (unless otherwise agreed)

In the event that order cannot be delivered due to defects, or restocking order, we ask our customers NOT to send money before you have received an order confirmation! This also applies to goods in backorder !!

NB; Due. increasing costs for necessary equipment, and significant transaction fees, payment by debit /credit card is not received!

In some cases transactions can be executed via paypal, Sales@epokemodeller.dk, but it costs us 2% in fee!

For domestic; See conditions for DK customers!

NB: Since our prices are calculated on the basis of the manufacturing price + the profit we have to have, in order to make ends meet, no discounts of any kind are granted! Any Discounted items are settled at the advertised price.

Warranty according to Danish trade act; Remember to check the wrapping material before complaining. Small items can easily hide there.

Complaints, including defective goods or goods with other defects, must be notified immediately within 3 days from receiving the goods, to our email; Info@epokemodeller.dk, stating invoice or order number, and what the problem is. A Photo that the problem may promote the expedition.

The exchange of missing or defective goods a parcel. Return label for return (by agreement) is sent to the buyer per. mail. The buyer prints and puts on the package.

The seller decides whether to exchange or repair or cancel the purchase. If Buyer does not want to do the use offer of repair or replacement the considered to fall under the right of withdrawal below. The defective item must be returned ASSP.

NB; Forwarding as a letter is associated with a risk of loss and is strongly discouraged. PostNord does not provide compensation for mail shipments, why the seller also cannot compensate the customer for loss of goods and / or postage in case of loss of correspondence! Favorable package label can be purchased through us as stated above. Buyer bears the cost thereof!

Returns; The buyer has the right to cancel the purchase within 14 days of the order. The buyer pays for postage both ways.

Refund can only be made to the bank account provided by the seller! Account number must be notified to seller.

Partial reimbursement is not possible via MobilPay, in terms of MP rules!

If you are unlucky to damage a part of a product yourself, spare parts can be delivered to the extent that it is on stock. Buyer pays postage according to negotiations.

Repair of mechanical and electrical defects on our products, as well as damaged parts not covered by warranty, maybe carried out on offer by or agreement.

Gauge 1, H0, N and TT still have great variety! - There it is, as long as stocks last! Note: All gauge 0 is sold.

Kind model train greetings EpokeModeller.dk

Privacy; We do not register personal data through the website or use cookies, or any other automatically recording for this purpose.

Personal data on customers in connection with trade is recorded in the accounting system for at least 5 years according to Danish law. You are welcome to ask which personal information of you we have you any time. ID will be requested.

10-06-2020

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Produceret af; Messe handel I/S, Ørslevunderskovvej 1, Bringstrup, DK4100 ringsted, Danmark,
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