

Pete's Collectibles

www.petescollectibles.com • info@petescollectibles.com

SHIPPING & ORDERING INFORMATION

All orders are taken on a 1st come basis with a Visa or MasterCard. If paying by check, payment must be received within 7 days or your order could be cancelled. Shipping is charged per shipment not per order. Current shipping offer: FLAT RATE \$9.95 SHIPPING On In-Stock & Pre-Order Shipments \$99.99 Or Less. Get FREE SHIPPING On In-Stock & Pre-Order Shipments Of \$100.00 Or More. All Items / Orders Are For Immediate Shipping. Stock Status & Pre-Order Delivery Dates Are Subject To Change Without Notice. No Items / Orders Will Be Held To Build Up To The Required Amount For Free Shipping. Offer Is Valid Only On Orders Shipped Within The Lower Continental US & A Street Address Is Required For Free Shipping, (No P.O. Boxes). However Some Orders May Be Sent Via US MAIL Base On Small Size And Weight. Orders Requested To Be Shipped To A PO Box Will Be Billed A \$5.00 Handling Fee Plus the insured shipping charges. Starting 02/01/2014.

FREE SHIPPING OFFER WILL BE OUR CHOICE OF SHIPPING CARRIER

Customers requesting US Mail Services or customers outside the continental US Will pay the insured shipping cost plus a \$5.00 handling charge per shipment with a minimum charge of \$9.95. Any Customs Duties, Taxes or Tariffs levied by the customer's country are the customer's responsibility to pay. We will NOT, under any circumstance, declare package as a gift in an effort to evade these taxes, so do not request us to do so.

Texas residents must add 8.25% sales tax.

SORRY NO C.O.D. SHIPMENTS.

All prices are subject to change without notice and
Product is limited to stock on hand.

ALL SHIPPING CHARGES ARE NON REFUNDABLE.

RETURNS

Opened Items Are Non-Returnable, No returns will be accepted unless contacting us first and **ALL Returns Must Be Returned Within 14 Days Of Their Arrival Date.** If you received a damaged item you must contact the shipping carrier to file a damage claim. UPS contact info is (1-800-PICKUPS) (800-742-5877), and you must report any damage within 3 business days of your

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shipment's arrival, **US Mail Contact Your Local Branch**. If damage is discovered, report it, do not open or remove it from packaging. No returns will be accepted for opened items. You must save all original packing materials even if there is no outside visible damage to shipping box, by not doing so you will lose your right to file a claim. Do not send any returns back to Pete's Collectibles, without a prior R.A., or they could be refused. Replacements will be sent out after the returns have been received.

When returning, **ALL SHIPPING COST** is customer's responsibility and the original shipping cost is non-refundable. If your order qualified for Free or Special Flat Rate Shipping, the actual non-discounted shipping rate will be deducted from your refund and your return is subject to a 10% restocking fee. To qualify for a refund, item or items must be returned in their unopened original packaging as they arrived to you. It is the customer's responsibility to properly repack to ensure returns arrive back to Pete's Collectibles undamaged. Customer should insure all returns in case any damage occurs during the return shipping. Any returns that arrive back damaged will be the customer's responsibility and will be refused.

COLLECTOR NOTES

I do not warrant against "package damage" which can occur during shipping. UPS and USPS will not insure against banged corners, puckered windows, or torn packaging. In all circumstances, product packaging is not warranted.

I want you to be happy with your purchase; however, all items offered are mass-produced and in a price range where minor imperfections can, and do occasionally occur in the manufacturing process. Absolute model perfection is unlikely; virtually all models will have some sort of imperfection in the fit & finish if one looks hard enough. These will not be considered "Defective" if normal to the overall production or company's product. Merchandise returned with what I consider to be only minor imperfections and normal for the item or manufacture will be subject to a 10% restocking fees.

ALL SALE, CLOSEOUT & OPENED ITEMS ARE FINAL, NO RETURNS.

Any unauthorized returns will be refused.

PHONE, FAX OR SECURE ONLINE ORDERS

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We accept phone orders daily from 10:00 am - 10:00 pm central time. Fax or secure online orders are accepted 24 hours a day everyday including holidays.

PAYMENT METHOD

We gladly accept Visa, MasterCard, Money Orders or personal checks. However, all checks must clear before shipping.



RETURNED CHECK FEE

A service charge of \$25.00 will be added to the written amount of all returned checks.

PRE-ORDERS

We will gladly accept pre-orders for future releases, which you will not be billed for until just prior to shipping. This will assure that you get the item you want and that you will not have to worry about it selling out before you have yours. All orders must be paid for within 14 days of product arriving or product could be resold to the next available customer.

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