

Important information on order processing

The following provides you with key information on our order processing.

Prices:

Please refer to our current list of prices for the prevailing prices. The price list can be accessed in the Download section of our website or via a direct link from our home page. Please contact us if you require a free printed version.

Minimum order value:

We generally deliver orders with a minimum value of EUR 20.00. In exceptional cases, we may also deliver goods below this limit. However, we reserve the right to charge a minimum quantity surcharge of EUR 5,00.

Shipment:

The goods are delivered within Germany and abroad by our logistics partners.

Collection:

On agreement or where available, the goods may also be collected from our retail store in Dormagen-Nievenheim. Information on our opening hours and a detailed description of how to get there is available at http://champex-linden.de/cl_champex-linden.htm

Domestic shipment costs:

Shipment costs depend on the weight of the goods. Usually, the charges range between EUR 5.95 for small packages and EUR 7.00 to EUR 9.00 EUR for normal packages. In case of heavy shipments (tracks, large building models, etc.), please contact us for a quote. All prices are approximates! Magazines and small orders of up to EUR 20.00 are usually sent by normal post.

International shipment costs:

Shipment costs depend on the weight of the goods. Usually, the charges in the Benelux territory range between EUR 13.00 and EUR 26.00; to Austria, Great Britain, France and Finland, between EUR 19.00 and EUR 35.00; and to the USA, between EUR 40.00 and EUR 70.00. In case of heavy shipments (tracks, large building models, etc.), please contact us for a quote. All prices are approximates! Magazines and small orders of up to EUR 20.00 are usually sent by normal post.

Exportation fees foreign countries:

For all deliveries in countries beyond the EU with a goods value of more than 1,000.00 euros, we must charge additional fees for the manufacture of an exportation registration. The costs amount to 33.00 euros (state January, 2011). Unfortunately, we must hand on these outside costs, because we calculate our home-market prices in the export.

Payment:

Deliveries to new customers are made against payment in advance, regular customers are usually invoiced. All invoices are payable net cash within a fortnight.

Payment methods (Germany):

Cash (only for collection), by transfer onto our accounts, or by direct debit at a 2% discount.

Payment methods (international):

Transfer onto our accounts (for IBAN and BIC please refer to our invoice), by credit card (note: incurs additional card charge of 4.00%!). All payments must free of charges. Bank charges incurred by us will be reclaimed. Please use the attached IPI form for transfers from EU countries. This form ensures a secure and cost-efficient transfer of the amount.

Orders:

Orders may be placed in writing at any time using the contact forms on our website, by post, or by fax. During our opening hours, orders may also be made by telephone. Please make sure that you have your customer number and the required article numbers ready.

VAT on international shipments:

Prices for deliveries to private individuals in countries within the European Union (EU) include the current value added tax (VAT as at 2008: 19%). For deliveries to countries outside the European Union (e.g. Switzerland, USA, Canada), our prices are less the current VAT. To calculate the net price, simply divide the article price by 1.19.

For legal reasons, however, VAT can only be deducted with written proof of exportation, which is only possible for shipments by parcel post. Consequently, we regret that VAT can only be deducted for parcels and not for items or small parcels sent by letter post!

EU customers with a VAT identification number (VAT ID) are required to notify us in writing to ensure a price less the current VAT.

Backlogs:

At your request or in the absence of a notification to the contrary, we will supply articles not available on placement of the order carriage paid once they become available. This does not include on-call or advance deliveries made at the request of the customer.