

## Terms & Conditions

These Terms & Conditions pertain to the website located at <http://www.arcadejapan.co.uk>.

All sales are subject to the following trading terms - these terms and conditions do not affect the consumers' statutory rights.

We guarantee that the goods that we supply will be to the correct specification as advertised however we are unable to guarantee precise compatibility or suitability. It is the responsibility of the customer to check this prior to ordering. We try to ensure that all information provided is as accurate as possible but we cannot be held responsible for any typographical errors in our advertising on our website.

When placing an order on our website, you can only add items to your cart provided they are in stock. Once you are ready to pay, you complete the checkout process. Checkout requires that you register for an account with our website, so please read the Privacy Policy ([http://www.arcadejapan.co.uk/privacy\\_policy.html](http://www.arcadejapan.co.uk/privacy_policy.html)) and Cookies Info ([http://www.arcadejapan.co.uk/cookies\\_info.html](http://www.arcadejapan.co.uk/cookies_info.html)) pages for details regarding how we will treat your information. During checkout, you will be diverted to the secure PayPal website to make your payment then returned to Arcade Japan.

We reserve the right to accept or reject any order for any reason whatsoever. No order will be considered binding unless and until it is accepted by us.

By default, all prices quoted are in Sterling (£), unless you select Euro (€) or US Dollars (\$) from the options at the top of the website.

Payment terms are via PayPal only, however we may be able to entertain individual requests for alternative payment terms - please Contact Us (<http://www.arcadejapan.co.uk/index.php?route=information/contact>) and we can discuss.

Title of the goods remains with Arcade Japan until payment has been made in full.

Delivery prices are based upon weight and size according to publically published delivery prices from the Royal Mail, with a reasonable addition to cover packaging. In cases where a package is particularly heavy or over-sized, a courier may be selected at our discretion.

As per the Consumer Contracts Regulations 2013, we deliver 'without undue delay' and at the very latest not more than 30 days from the day after the contract is made. We will try to keep you informed of any delays and when you can expect delivery. Whilst we make every effort to keep to stated delivery times, we cannot be held liable for any losses or costs incurred as a result of a failure to meet estimated delivery dates and times.

Any shortages or damage to your delivery must be advised to us within 14 days of delivery. Provided that this notice is given, we will collect, replace, repair or refund the goods free of charge.

All goods are offered subject to stocks and availability. If for any reason they are no longer available we will try to offer an alternative product, otherwise we reserve the right to cancel the contract and offer a refund.

### **Important - Consumer Contracts Regulations**

Under The Consumer Contracts Regulations 2013, you have the right to cancel a contract within 14 days - starting from the day you take delivery of the goods (a "cooling off" period). You have the right to cancel for any reason whatsoever without penalty, however you must return the goods to us at your own expense unless the item is being returned due to reason of defect, damage or error on our part.

If you wish to cancel a contract, please Contact Us (<http://www.arcadejapan.co.uk/index.php?route=information/contact>) via e-mail clearly stating your full details, invoice number and cancellation instructions. To cancel the contract, you must give us notice within fourteen working days starting from the day you take delivery of the order.

Once you have cancelled the contract, you have a legal "duty of care" to take good care of the goods until such time as you return them to us.

If it is more convenient, we can arrange collection by our couriers; however any costs incurred will be deducted from your final refund. Please note: Arcade Japan will cover the cost of return postage for any returns made due to defect, damage or error on our part.

We will refund you the full amount paid for the goods, less any costs to collect the goods, within 14 days of receipt of the notice of cancellation.

Defect, Error or Damage: Arcade Japan will cover the cost of postage for any returns made due to defect or damage, or where there has been an error on our part.

We have a Returns & Cancellation (<http://www.arcadejapan.co.uk/index.php?route=account/return/insert>) form which you may fill out to obtain an RMA (Return Merchandise Authorisation) number, however you are not under any legal obligation to use this form, and may simply email or write to us regarding your cancellation instead should you wish. Our e-mail address and street address are available on the Contact Us (<http://www.arcadejapan.co.uk/index.php?route=information/contact>) page.

These Terms & Conditions ([http://www.arcadejapan.co.uk/terms\\_and\\_conditions.html](http://www.arcadejapan.co.uk/terms_and_conditions.html)) can also be found on our website.