

My order is due for delivery today, what time will it be delivered?

Unless you specified or have been told that you will have a by noon delivery then most deliveries will be delivered by courier between 0900hrs and 1800hrs Mon-Fri. Deliveries are planned to arrive on or before the date required when you placed the order, not on a specific day, except by prior arrangement.

What happens to my order if I am not in when the courier attempts to deliver it?

If you are not in when the courier calls then they should leave a card for you. You can usually arrange for re-delivery or collect the parcel from your local post office or courier's depot.

How secure is buying over the web?

4Trophies uses a SECURE page through securehosting.com to collect your credit card details. Securehosting.com are specialists in providing this service and provide the interface between the 4Trophies website and the checkout facility.

When is there a contract between us?

When confirmation of an order is received, this is to indicate that we have received your order. It does not indicate that a contract exists between us. We will indicate acceptance of your order, and hence a contract between us, when we send you an invoice. We have included this term to protect us in the case that a mistake has been made in pricing, we have inadvertently under-priced goods, or we are no longer able to supply a particular product for some reason. In the case of a change of price, we will always contact you first to ensure that the price is acceptable.

Please note that colours of materials may vary slightly from photographs.

Which Credit & Debit Cards do you accept?

4Trophies accept Visa, Mastercard, Visa Debit, Solo and Maestro (UK) cards. We display all our prices in British pounds and all transactions are processed in Pounds.

If I want to buy something from you, is my credit card number safe from hackers?

4Trophies never actually see your credit card details, and they are not stored on our servers. Your card details are transferred directly to our Payment Service Provider(s). By using this website, you agree to the Terms & Conditions of those providers.

Are there other ways I can pay for my order?

You have the option to pay by Credit or Debit card. If you wish to use another method then please contact us.

Can you ship my order to an alternative address?

Sorry but we will only accept orders for delivery to the card-holders address.

Can I call you to place an order?

Of course you can! Just call 01362 854447

I need to find out more information about a product, what do you suggest?

If the information you need is not on the website then please call us on 01362 854447, let us know and we'll provide you with the information you need and make sure it's added to the website to help other customers in the future.

Can I cancel my order?

Your right to terminate this agreement ends seven days from the date we deliver the goods to you. You are responsible for returning the goods in their original condition and in the original packaging. Please contact us immediately if you wish to terminate this agreement.

4Trophies cannot be held responsible in any way for any injury or damage incurred in the use of the products we supply.

What if I need to return my order?

You may return an item in its original condition for a refund or credit within seven days of receiving, however, where engraving has been applied directly onto an item, no refund will be available (unless an error on our behalf has been made). Delivery charges can only be refunded if the return is due to our error.

All returns must be accompanied by the packing slip. After a return has been received, it will usually take 1-2 weeks to process. If using a credit card, refunds will have to be credited to your credit card. If paying by cheque or bank transfer, a refund cheque will be mailed to you. We suggest you use Royal Mail Special Delivery for your protection.

What if you don't have all of the items in stock?

If an item you ordered is out of stock, it will be back-ordered automatically (domestic orders only) if there is sufficient time, else we will advise you and arrange a suitable replacement.

What is your privacy policy?

We do not sell, trade, rent or reveal your personal information to others unless legally required to do so.

Will you supply every order that we place?

Unfortunately; even we sometimes get frustrated by out of stock items and ceased line notices so have to reserve the right to offer an alternative; please note that an order confirmation does not construe a contract between us and we reserve the right to decline an order. That said we will move 'heaven & earth' to find the right product at the right price – it's what we have built our reputation on!

Images & Sizes

We have to point out that the trophy images are supplied by our manufacturers and are a visual interpretation of the products; the actual products may differ slightly to the images shown. Any sizes stated are approximate.

Tax Charges

All prices include VAT at 17.5%.

Engraving

4Trophies take no responsibility for any mistakes made by the purchaser in ordering their goods. We will aim to layout engraving as per your specification, however layouts do remain at the discretion of our engravers.