

Terms & Conditions

These General Terms and Conditions apply to all offers and agreements relating to the sale and delivery of products by Transporterama. When you order anything on our website 'www.transporterama.com' and/or any web page directly connected to it, this means that you accept the applicability of these General Terms and Conditions. No deviation from these Terms & Conditions will be accepted by Transporterama.

Stock Availability

All items are in stock when listed and are kept up to date as possible.

If in the event of an out-of-stock issue, then we will contact you as soon as possible to keep you updated with your order.

Depending on the quantity of our stock, it may be that an item is sold and not removed from the website in time. In such instances, you will be entitled to a full refund of that product if we are unable to supply a comparable alternative in a timely manner.

In the case of out-of-print items, market forces may mean that the price has increased. There is no obligation for you to proceed with the order. Should the price and/or delay in sourcing a replacement not be suitable for you, all monies paid will be refunded in full.

Returns and Refunds

We hope that you will be satisfied with any item purchased. However, should there be any issue with your order please contact us within seven days of receipt so that this can be resolved.

Should you wish to return an item, please contact us first as refunds cannot be given on items returned without authorisation. Once a return is authorised, please ensure that the item in question is very well packaged and that a trackable postage method is used.

Please note postage will only be reimbursed if the item being returned was sent in error, received in a damaged condition due to inadequate packaging or found to be faulty. Postage will not be reimbursed if the item being returned was ordered in error or disappointing in its content.

Refund Policy

Items ordered in error or if the content does not meet your requirements can be returned for a full refund of the item price, but not postage costs in either direction.

Items sent in error – i.e. you have received the wrong item due to an error on our part – will have their postage refunded once the item is returned to us.

Items damaged in the post can be returned for a refund or exchange. All postage costs will be refunded.

Any returned item(s) must be received within 10 days of delivery to you and remain in the same condition in which it was dispatched from us.

Refunds will be issued within 14 days of receiving the product(s) in satisfactory condition.

We cannot accept liability for any items that arrive late as, once passed to the delivery company, they are outside our control.

Stock Images & Condition

It is not always possible to photograph every individual item on offer. Occasionally publishers may issue pre-publication images – in this case we will endeavour to update the image once the item is published and in stock. For particularly rare or high value items we will always show images of the actual item on offer.

The duplication, capture and reproduction of any part of the text and photographic content stored and displayed on the Transporterama website is explicitly forbidden without prior authorisation and written permission from the business owner.

Condition (Books & other products, other than brand new)

Out of Print This is a title that has essentially sold out from the original publication production. There may be single copies available from differing suppliers for books that have recently gone out of print. However, the term more commonly refers to books that have been unobtainable for long periods of time. These books will typically have had multiple owners in their lives and will exhibit some characteristics of use.

New Old Stock This is an item that may or may not still be readily available. However, the particular item in question has been in stock for a period of time with either Transporterama or another vendor. Essentially, it has never had a previous owner and therefore will be as new internally but may or may not show minor signs of wear from storage.

Definition of Condition

Fine An item that is in excellent/near excellent overall condition. A new book described as 'Fine' may have the odd minor mark that distinguishes it from 'Mint', but this would be relatively insignificant and not detract from the overall condition. An out of print book described as 'Fine' may have some small blemishes that will be commensurate with age and ownership. This will be graded depending on age.

Mint An item that is either new or indistinguishable from new.

Very Good An item that is in generally very good all round condition and free from all major faults. To distinguish it from a product in 'Fine' condition it will have a few more minor blemishes, but no single serious issue.

Good An item that is in generally good all round condition but may have multiple minor faults, and/or a maximum of two major faults. These will normally be described and/or photographed. To distinguish it from a product in 'Very Good' condition it will have a few more minor blemishes and/or up to two major faults.

Fair An item that is in an acceptable condition. Probably better than just a reading copy, but not as desirable as a book in better than 'Good' condition. Few books listed will be in 'Fair' condition as we try to only supply books in the best possible condition. All of our products as accurately as possible and are renowned for supplying items in the best possible condition. The vast majority of our books are usually in Fine condition, or better. Where an item is very rare and we only have one example available in a lesser condition, this will be accurately described in the product description and may also be evidenced by photographs of the actual item.

Payment Methods

All goods remain the property of Transporterama until payment of cleared funds is received in full. Please note that cleared payment must be received before any items

are dispatched. Unfortunately, we do not supply items on an invoice or 'cash on delivery' basis.

We accept the following methods of payment

Card Payment Credit or Debit VISA, Mastercard & Maestro We do not currently accept AMEX card payments via our website due to high processing charges.

Paypal We accept Paypal payments from most currency sources. Please refer to PayPal's terms and conditions for more information on any applicable charges you may incur.

Cheque We can only accept cheques drawn on a UK bank and made payable in £ sterling. Cheques should be crossed and made payable to, 'TJ Catt'. We cannot accept Euro cheques.

Book Tokens/Vouchers We do not currently accept book tokens or vouchers with the exception of Gift Tokens purchased exclusively through this store

Cash Unfortunately, we no longer accept Cash as a means of payment for goods.

Additional Fees

There is no VAT or sales tax on book sales in the UK. The only additional cost is the relevant shipping charge for delivery of your order. We do not make any surcharges.

Exchange Rates

As we are a UK based company and Bank in the UK, all card transactions will be charged at the GBP retail price. You may therefore experience slight price differences from the EUR or US \$ rate displayed on our website, depending on the exchange rate your bank or card provider uses.

Delivery Times

UK Mainland

1st & 2nd Class Post and Courier delivery depending on items being dispatched. Larger parcels and higher cost items may require a signature on delivery. Please consider this when ordering. Delivery time normally within 5 - 7 working days from date of despatch.

Europe

Printed-paper Airmail. Delivery time normally 7 - 14 days.

Overseas Delivery

Surface mail (uninsured). Delivery time approximately 10 - 12 weeks. Certain countries we suggest using Airmail services, in order that parcels can be insured against loss and damage caused in transit.

We cannot be held responsible for the loss of surface mail parcels. Replacements will be sent at our discretion.

Please note that delivery times can vary during peak seasons

The following delivery times are included as indicative guidelines and actual delivery will depend on stock availability. They should not therefore be regarded as strict deadlines.

Insurance

There is no transit insurance included in the standard shipping prices quoted. Please ask for a quotation and further details if you require full cover for your order.

Site Omissions & Errors

The listed information and pricing on the website are without obligation and do not bind Transporterama and is likewise not bound by manifest clerical errors and mistakes in promotional descriptions and other statements on the website. Any mistake or omission is a genuine error and not intended to mislead.

Terms and conditions current at 18/04/2020