

ORDERING

Dear Customer

Welcome to the most comprehensive dolls house catalogue ever published in Britain - and with 164 packed pages it offers the widest range and the keenest prices ever. Just look at what we offer!

Discounts!

- 1 As well as many of our own miniatures we have included many thousands of items from all the other main catalogues - in some cases, the whole catalogue! This means that whilst many Dolls house shops charge for catalogues such as Carl Schmieder, Dijon, Streets Ahead and Hobby's with us you get almost their entire catalogue free - and you only pay their original item prices! (In many cases - less, especially if you take advantage of our exclusive discount scheme - see below))
- 2 This means that if you only want a couple of items from the Carl Schmieder catalogue for instance, you can buy from us and make your order up to carriage paid with items from other suppliers.
- 3 Don't forget our discount scheme! If you spend over £75.00, you receive a 5% discount off everything, if you spend over £125.00 the discount is 7.5%, and spend over £200.00 and receive a huge 10% off all your purchases! (unfortunately this does not include houses, basements and tables but does include sheds and conservatories). This means that you can receive up to 10% discount off standard catalogue prices - this has to be a better deal than anywhere else! (the discount does not apply to items already on special offer)

Mail Order

At any one time we have many thousands of items in stock. However, since we sell everything from the Carl Schmieder, Streets Ahead, Dijon and Hobby's catalogues, as well as several thousand of our own items, sheer space, as well as a supplier availability determines we will not have every item in all the time. We try to keep every item from our own suppliers in stock, as well as all the most popular items from all the other catalogues. We also place orders at least once a week (usually on a Monday morning) with all of our suppliers and re-order any items which are out of stock. If they have it in stock, we receive it within one week (usually quicker). **IMPORTANT! THIS MEANS THAT IF YOU ORDER AFTER 10.am MONDAY MORNING YOU MAY MISS OUT ON THAT WEEKS DELIVERIES SO YOUR GOODS MAY NOT BE DISPATCHED UNTIL THE FOLLOWING WEEK!**

NOTE: we do not send small items to follow - they are too difficult to keep track of!

(There are occasions which may entail a longer wait if we do not have them in stock, such as handmade items).

Sometimes we can substitute similar Items but only if you tell us this is ok.

Generally, you have more chance of receiving the whole of your order more quickly if you are happy to accept similar items instead of the specific ones you ordered. We will only do this if your order is urgent, or our suppliers are out of stock of your preference.

Christmas! Every year we are inundated with orders near to Christmas. This has the obvious effect of adding more time for your order to be processed so please bear it in mind! At other times of the year, if an order is for a specific occasion such as a birthday, please let us know and we will do what we can to speed things up!

If you have problems ordering on the internet just send a standard e-mail! Sometimes there are problems with the ordering system which we have no control over!

ORDERING AND DELIVERY CHARGES

Although we include an order form to copy, a clear letter is just as good!

1. If ordering from the advert write AD as the page number. From other catalogues use their model number and price
2. Remember to put your address, phone number, and if paying by card, expiry date, issue number and the last three digits of the security number on the back. **IMPORTANT!** We never share any information about customers with any other agency so your telephone number will be kept confidential!
3. We need page number, picture letter, and item number including prefix, description, quantity and price.

We accept Access, Visa, Switch Connect and Solo or you can simply send a cheque or postal order.

Houses, basements and tables will cost £8.99 carriage for each item (they are heavy so it is still a good deal!) and - shop boxes and conservatories are £6.00. On everything else postage costs can vary, so to standardise things, we charge £3.95 for orders under £40.00 - above this delivery is FREE! Orders can be telephoned, posted, faxed or E-mailed. If you are unhappy e-mailing or faxing card numbers phone them in (our Web ordering is a secure site).

IMPORTANT!! The charges above relate to Mainland UK only. Overseas is charged at cost, and items to offshore and certain Scottish destinations within the UK which exceed standard postage weight may incur an extra charge.