

CUSTOMER SERVICE

INVENTORY:

Our eBay website inventory is updated automatically whenever an order is placed. The inventory status represents the actual product we have on hand. All other orders are either shipped f.o.b. Oceanside, Ca or can be dropped shipped directly from the manufacture. Our LED Lighting is manufactured in house.

Christmas December 25, 2017

Ensure Delivery Before Christmas Day All UPS 3 Day Select® packages shipped on December 18 will require an additional day in transit. UPS 3 Day Select packages shipped on December 19 will be delivered after Christmas. Please keep in mind the last days to ship to ensure delivery before Christmas Day apply to the following service options:



Find your location and the color on the map above to calculate UPS Ground delivery time to your state.

To determine when a package will arrive, be aware that delivery times are calculated on work days only, weekends do not apply. For example, a package shipped on Friday with overnight delivery will arrive on Monday.

SHIPPING POLICY:

All packages weighting over 2lb are shipped via United Parcel Service or FedEx Ground and can be sent to all US locations with a valid street address (no PO boxes).

The shipping charges for **USPS Mail, UPS Ground Service or FedEx Home Delivery** are based on the actual weight of your purchase as defined in the following table:

Sale Amount*	0 to 8oz	8oz – 13oz	1lb to 4lb	5lb to 7lb	Over 7lb
USPS First Class Mail Shipping	2.77	4.00	N/A	N/A	N/A
USPS Priority Mail Flat Rate	7.00	7.00 Small Box	9.00 Medium Box	16.99 Large Box	Per Weight
FedEx Home Delivery or UPS Ground Shipping	N/A	N/A	19.99	26.99	Per Weight

*We ship to Alaska, Hawaii, Canada, FPO/APO and Overseas addresses by USPS, FedEx or UPS, and will add additional charges for Customs fees or any other shipping cost.

Shipping for FedEx, UPS or USPS Express **Overnight, 2-Day, and 3-Day** are based on weight and are computed automatically based on zip code. Please instruct us at the time of your order if any of this type of service is requested and you will be presented with all shipping options and shipping costs prior to any sale.

BACKORDERED ITEMS:

All in-stock products will be shipped within one day of receipt of order unless otherwise instructed by you. Backordered items will be shipped as soon as they arrive from our source or dropped shipped directly to you. If your order contains more than one item and you request us to ship a partial order to you an additional shipping charge (actual cost) will be added for the back order items. As always, you will be billed only for items that actually ship.

PAYMENT METHODS:

We accept American Express, MasterCard, Visa and Discover only through PayPal Services for your protection. You will receive an invoice from us through PayPal shortly after ordering with a complete description of the items you purchased and link directly to PayPal for you to pay through their system. This will also give you added buyer's protections.

We also will accept Cashier's checks, money orders, company checks and personal checks as means of payment. These should be sent along with a printout of your invoice to: Hunters Train Depot, 3839 Vista Campana South Unit 30, Oceanside, CA 92057. For Cashier's check and money order payments, orders are normally released immediately on receipt of the check. In most cases, we can verify company and personal checks through our check validation service and the order is released immediately. However, if the check cannot be validated, it may take up to 10 business days depending on your bank to clear funds before the order can be released.

OPEN ACCOUNTS:

Hunters Train Depot has certain criteria for open corporate accounts, please contact us and we will be glad to discuss this option.

SALES TAX:

As required by law, Hunters Train Depot will add sales tax to all orders ordered from or delivered to the state of California.

WARRANTY INFORMATION:

All products sold through Hunters Train Depot come with a Manufacturer's warranty. Please call for information as we carry a number of different manufacturer's' products and all have different warranty policies. Below is a summary of PIKO/LGB warranties;

Upon purchase of a PIKO, LGB/Märklin product the firm of LGB/Gebr. Märklin & Cie. GmbH gives you a manufacturer's warranty of 24 months from the date of purchase. This warranty becomes null and void when the product has been used in a manner not intended by the manufacturer or when the information in the operating instructions provided by the manufacturer has not been followed. Repair or replacement of a product does not extend its warranty period. Warranty claims can be submitted directly to Hunters Train Depot along with the warranty card or the sales receipt and a summary of the problem(s) with the product.

SPECIAL ORDERS:

There are No Refunds period.

RETURN POLICY:

Returns and exchanges for LED Lighting must be made within 30 days. All returned items must be in their original new condition, in their original packaging and returned to us at the customer's expense unless it is still under warranty.

No Train purchases will be accepted for return or exchange without prior written consent from Hunters Train Depot.

If Hunters Train Depot accepts a return, all refunds will be subject to a 15% restocking fee. Shipping & handling is not refundable. No refunds on used or damaged items. Merchandise returned damaged or with damaged packaging will be evaluated at time of return.

PRICING POLICY:

Pricing and availability are subject to change without notice. Every effort has been made to ensure accuracy of information. Once a sale has been made the price will be guaranteed. All Photos' shown on our website or the manufacturers sites may be of the actual item and or a likeness representing the actual product. However, Hunters Train Depot has no liability in the case of orders arising from typographical errors or inaccuracies. We reserve the right to limit quantities or cancel any orders without assigning a reason.

MILITARY PRICING:

To the brave men and woman who are serving in the United States Arm Forces, and to all veterans who have served in the past, we Honor and Thank you for your Service to this great country. Hunters Train Depot has special discount(s) and price(s) for all of you, when contacting us please let us know that you are either active or a Veteran so we may provide you with the best price(s) in the Industry.