

## Terms and Conditions

### Payment Methods

Once you are ready to pay, you will be transferred to the PayPal Site. This is a secure server that accepts all major credit or debit cards.

### Delivery

Orders are shipped out within 5 days of the transaction being finalized, but we do try to get orders sent out faster than this. You should allow a further 3 days for Canadian delivery, 8 days for American delivery and 2 weeks for international delivery.

For orders within Canada, your items will be delivered using Canada Post. The American and International Orders will be posted using UPS recorded delivery via airmail. Your item is delivered to its destination by the postal service of your country.

A signature will be taken on delivery.

Model Citizens cannot be held responsible for items lost or damaged once dispatched, both within Canada and when being posted to overseas locations.

### Returns (For Online Orders Only)

We hope you will be delighted with your purchase, but should you wish to return any items then please inform us via email at [chelsey@modelcitizens.ca](mailto:chelsey@modelcitizens.ca) and return the items within 7 days of receipt of goods. Please return items using a traceable or insured method such as recorded delivery, or obtain a proof of postage from your Post Office, as we cannot exchange for items that are lost on their way back to Model Citizens.

Goods must be returned at your own cost, complete with packaging and any tags or stickers attached. Goods must be returned in their original condition as they were posted. You will receive a refund confirmation via email for returned items. Refunds will be processed within 10 days of receipt at Model Citizens. **We offer exchanges or credit only** and regret we are unable to refund postage charges for the dispatch or return of items.

As with any business of our kind, we reserve the right to refuse refunds, exchanges or credit on any items believed to have been worn or damaged since sent from Model Citizens.

Please address returns to:

Returns Model Citizens

183B Duckworth St

ST. John's, NL

A1C 1G3

### Condition of Items

Vintage goods are aged to perfection! At Model Citizens, we would like all of our customers to expect some signs of wear. We will always point out any defects or very obvious signs of wear. Items are therefore sold on a sold as seen basis. All items we sell are what we deem to be wearable or useable and we will not sell any item which we would not either wear personally or add as a valuable part of a collection. If you need to know more information before you make a purchase about the condition of an item then please email us and we will be happy to discuss it with you.

Below is an explanation of some words we may use to describe the products for sale online.

New would be an item that is new old stock (goods which were never sold to a customer and therefore were never used) or appears to be boxed or have the original labels/price tags still attached.

Excellent would be items which we believe have been worn either once or twice only or extremely well cared for and therefore bear little or no signs of wear.

Good Condition is what we would use to describe items that have been used and possibly have signs of wear. Any signs of wear would be documented photographically on the website.