

## Terms & Conditions

### **Contact Us**

OscarDelta SPD  
services@oscardelta.co.uk  
International Tel: +44.1462.431.429  
UK Tel: 01462.431.429

IF YOU DO NOT AGREE WITH THE FOLLOWING PLEASE DO NOT ORDER

### **Orders via PayPal**

The price of the item includes FREE shipping anywhere - worldwide  
Your order will be shipped to the address provided by PayPal.  
It is the Buyers responsibility to ensure the delivery address is correct.  
Once your order has been dispatched you will receive an email notification from **services@oscardelta.co.uk**  
Please ensure your PayPal email address is correct.

### **International / APO / BFPO Postage**

Standard international shipping is via International First-Class Mail.  
There is no tracking or insurance available with this service.  
We do not accept responsibility for lost or late delivery.  
Delivery is generally within 2 weeks, but can occasionally take longer.  
If you require insured, guaranteed or express delivery, we recommend shipping via a courier.  
Contact us first before making your purchase as this service will incur an additional shipping charge.

### **Domestic (UK Mainland) Postage**

We post via Royal Mail 1st Class.  
There is no tracking with this service.  
We do not accept responsibility once your order has been posted.  
For Loss, Damage or Delay please refer to the Royal Mail's Claims Process

If required we can provide proof of posting to assist you with your claim.  
A tracking service is available via Royal Mail 1st Class Recorded for an additional fee (£1.00)  
Contact us first before making your purchase if you would like to use this method of delivery.

### **Orders via Email**

You are deemed to place an order with us by email. As part of our checkout process you will be given the opportunity to check your order and to correct any errors. We will send you an order acknowledgement by email detailing the products you have ordered. Our acceptance of an order takes place when we despatch the order.

By advertising the goods, we are under no obligation to provide them. We may refuse to accept an order:

- where goods are not available;
- where we cannot obtain authorisation for your payment;
- if there has been a pricing or product description error; or
- if you do not meet any eligibility criteria set out in our terms and conditions.

The list is not exhaustive and there may be other reasons for not accepting an order.

Payment has to be made at the time of order and no credit can be given. Customers making bulk purchases on behalf of a government or commercial organisation, under certain circumstances may be given credit; this should be arranged through OscarDelta SPD.

## **Delivery Costs & Terms**

How your order will be sent:

All in stock UK Mainland orders (Except Highlands of Scotland) will be sent via Standard Royal Mail First Class.

Orders to BFPO addresses will be sent Standard Royal Mail First Class. Although BFPO orders will be shipped same day, please allow significant additional delivery time to arrive at the destination address.

Note: there is currently a 2kg weight restriction to BFPO addresses in Afghanistan and Iraq.

## **POSTAL RATES**

The cost of *Standard Delivery* is included with our prices. We also offer the option of Royal Mail 1st Class Recorded for an additional fee (£1.00) and Royal Mail Special Delivery at extra cost:

### **UK Mainland**

0-1Kg £3.99  
1-10kg £5.49  
10-20kg £6.49  
20-1000Kg £9.99

### **Highlands & Islands of Scotland**

FK17-99, G83, KW1-14, IV, HS, KA27-28, PA20-49, PA60-78, PH17-26, PH30-44, PH49-50, ZE

0-2Kg £9.99  
2Kg-10Kg £21.99  
10Kg+ £24.99

### **N Ireland, Isle of Man & Isles of Scilly**

BT, IM, TR21-25

0-2Kg £9.99  
2Kg-10Kg £19.99  
10Kg-20Kg £21.99

### **Channel Islands**

0-2kg £9.99  
2Kg-10KG £19.99  
10Kg-20Kg £21.99  
20Kg+ £24.99

Items occasionally go out of stock. You will be informed within 1 working day if an item you have ordered is out of stock.

Please call to discuss deliveries weighing more than 30Kg, or for shipping to Europe on +44 (0) 1462.431.429 or email [overseas@oscardelta.co.uk](mailto:overseas@oscardelta.co.uk)

## **Returns**

If you're not happy with your purchase from OscarDelta SPD, send it back within 14 days (21 days for BFPO addresses) and we'll provide you with a replacement or a refund.

To help us deal with your return efficiently, please note the following information.

- In all cases you should call OscarDelta SPD on 01462.431.429 or email [services@oscardelta.co.uk](mailto:services@oscardelta.co.uk) prior to making a return.
- Items should be returned together with a corresponding order confirmation email, delivery note or invoice along with brief explanation for the reason for return.
- Items should be returned with their original undamaged packaging.
- Items with damaged packaging will only be accepted if they are faulty. We recommend that goods are returned by registered post. If goods are not sent by registered post, we cannot be held responsible if they do not reach us.
- Please ensure that returned goods are well packed to prevent damage.
- Some goods are covered by the manufacturers' warranty and you are requested to comply with the manufacturers' directions pertaining to them.

#### **Out of Stock Items**

If we cannot provide an item we will despatch the parts of the order that are available and contact you to inform you of the delivery times of items out of stock. It may also be possible to provide an alternative item.

#### **Data Protection/Privacy**

We take data protection and your privacy very seriously. Being from the police and military environments ourselves, we understand its importance.

In return we ask that the data you supply us is both accurate and complete. If it is not, or we reasonably suspect it is not, we reserve the right not to fulfil orders placed.

We employ security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage.

#### **Methods of Payment**

##### **PayPal**

We accept PayPal

##### **Cheque/Postal Order Payment**

We accept cheques, please contact OscarDelta SPD for further information.

Goods will only be dispatched once cheques have cleared our account. Please send cheques by registered mail only.

##### **BACS/Wire Transfer**

This is our preferred means of payment for bulk orders, instructions will be sent via email.

Payment must clear before your order can be dispatched.

We can accept no responsibility for any loss due to seizure of goods by authorities.

#### **Legal**

##### **English Export Law**

OscarDelta SPD's obligations are subject to the export administration and control laws and regulations of England. The purchaser has to fully comply with such laws and regulations in the export, resale, or disposition of products.

Any orders accepted by OscarDelta SPD from a purchaser based outside England are with the understanding that the ultimate destination of the products is the country indicated therein. Diversion of the products to any other destination contrary to

English law is prohibited. Accordingly, if the foregoing understanding is incorrect, or if the purchaser intends to divert the products to any other destination, the purchaser shall immediately inform OscarDelta SPD of the correct ultimate destination.

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#### **Liability**

1. We, any other party (whether or not involved in creating, producing, maintaining or delivering this Website), and any of our group companies and the officers, directors, employees, shareholders or agents of any of them, exclude all liability and responsibility for any amount or kind of loss or damage that may result to you or a third party (including without limitation, any direct, indirect, punitive or consequential loss or damages, or any loss of income, profits, goodwill, data, contracts, use of money, or loss or damages arising from or connected in any way to business interruption, and whether in tort (including without limitation negligence), contract or otherwise) in connection with this Website in any way or in connection with the use, inability to use or the results of use of this Website, any websites linked to this Website or the material on such websites, including but not limited to loss or damage due to viruses that may infect your computer equipment, software, data or other property on account of your access to, use of, or browsing this Website or your downloading of any material from this Website or any websites linked to this Website.
2. Nothing in these terms and conditions shall exclude or limit our liability for (i) death or personal injury caused by negligence (as such term is defined by the Unfair Contract Terms Act 1977); (ii) fraud; (iii) misrepresentation as to a fundamental matter; or (iv) any liability which cannot be excluded or limited under

applicable law.

3. If your use of material on this Website results in the need for servicing, repair or correction of equipment, software or data, you assume all costs thereof.

4. You agree to indemnify us fully, defend and hold us, and our officers, directors, employees and agents, harmless from and against all claims, liability, damages, losses, costs (including reasonable legal fees) arising out of any breach of the terms and conditions by you, or your use of this Website, or the use by any other person using your registration details.

#### **Miscellaneous**

You may not assign, sub-license or otherwise transfer any of your rights under these terms and conditions. If any provision of these terms and conditions is found by any court of competent jurisdiction to be invalid, the invalidity of that provision will not affect the validity of the remaining provisions which shall continue to have full force and effect. Only the parties to these terms and conditions may seek to enforce them under the Contracts (Rights of Third Parties) Act 1999

#### **Restricted Products**

We stock the largest selection of SERE tools and Black Ops Concealment Devices.

Due to the covert nature of these products access is restricted to Military, Law Enforcement, Security Agencies & DoD/MoD Civilians

For access send a verification email to [services@oscardelta.co.uk](mailto:services@oscardelta.co.uk) from your .gov/.leo/.mil/.pnn.police.uk email system

Please include your private email address; some government email systems may block incoming/reply messages.

