

# Buying Guide.

We would like to make it clear that the services offered by **Royal Model** on this site are in no way intended to replace dealers but are designed only to provide customers who are not able to find **Royal Model** products through other sales outlets an alternate means to obtain our products. We kindly request customers to first determine the availability of articles of interest from their own trusted dealer, thus avoiding additional shipping costs.

## How to place your first order

The first step in placing an order is to access the complete product list; to accomplish this go to the left-hand side of the screen in the Category (Categorie) section, click on Catalog (Catalogo) and wait until the Category screen comes up.

Once you have opened the Category screen, from the index select and click on the category you are interested in to reach the page containing the articles associated with that category.

On this page you will find the description, the code, the availability of the item, as well as a thumbnail photograph of the item. At this point you can decide to order the product by inserting the quantity to be ordered and move on to other purchases, or you can view additional information about the item by clicking on Details (Dettaglio). The Details page provides additional information on the product and also allows you to download the assembly instructions in PDF format, as well as providing additional photographs of the item; the item can also be ordered from this page.

NOTE: The center of the Home Page displays our latest products; any items in this display that you are interested in can be ordered directly from this section.

While you are navigating through the site you can always check the details of your order; on the left-hand side of the screen in the section following Category in the Cart (Carrello) section the number of articles ordered as well as the total cost of the order (shipping costs included) is shown.

From this point on, once you have completed your purchases, you can view your order by clicking on Go to Cart (Vai al carrello).

On this page you will find the complete order information; by clicking on Complete Order (Concludi l'ordine) you will be routed to a page to insert the data needed for delivery and for any special instructions.

When all of the fields in red have been filled in, select your payment method (credit card, bank transfer, PayPal, or cash on delivery).

We suggest that you verify the accuracy of all of the data before placing your order, and then click on the Submit (Invia) button to proceed to payment.

## Payment options

### 1. **Credit Card** (We accept Visa, Mastercard and American Express only):

By choosing the Credit Card payment option you will be directed to the Banca Sella site; follow the instructions to provide your card data and proceed to payment. Once you have been redirected to the Banca Sella site until the transaction has been completed, all of the information provided will be managed exclusively by Banca Sella which will process your data in complete security guaranteed by SSL 128 bit super-protection that encrypts the data and then recodes it, guaranteeing the maximum degree of security to the customer.

You can verify secure mode operation in either of the following ways:

- a. By a notation shown on your navigation program;
- b. By verifying that the address on the page you are on is preceded by the acronym HTTPS

## **2. PayPal:**

By choosing the PayPal payment option you will be redirected to the PayPal site which will provide the instructions needed for payment. Your financial data is managed directly by PayPal; **Royal Model** collects no sensitive information during the payment transaction. In the event the order is cancelled or is not accepted by **Royal Model** the purchase amount will be refunded through your PayPal account.

## **3. Bank Transfer:**

By accepting the sales conditions and clicking on the button the purchaser agrees **WITHOUT FAIL** to make payment within and not more than 4 working days, subject to cancellation of the order. In order to reserve the available item at the time the order is placed, we request that you provide the **ACCOUNT TRANSFER** information as soon as possible, including the CRO number and your order number, to our e-mail at [administrator@royalmodel.com](mailto:administrator@royalmodel.com).

The delivery timelines shown in the “General Terms and Conditions of Business” begin from the time that the transfer is received and has been verified by our staff.

**ATTENTION:**

We would like to remind all of our customers that sample or test orders, or any orders placed for any reason other than with the intention to make an actual purchase, are not allowed.

Orders are not automatically cancelled, accordingly, if you are unable to make payment within the 4 days required, you are kindly requested to advise us via our e-mail at [customer-care@royalmodel.com](mailto:customer-care@royalmodel.com).

## **4. Cash on Delivery:**

By selecting the Cash on Delivery payment option, an order confirmation will be sent to you.

Payment will be made upon delivery and must be made only in cash (the delivery person is not authorized to accept checks), so in order to avoid problems you are advised to have the exact amount ready at the time the order is received.

## **Delivery costs**

Delivery costs are automatically shown in your order summary prior to making payment and will vary according to the delivery destination and to the package weight.

## **Availability**

Available products are shown by a green symbol with a checkmark in it. The waiting period for items shown as not available is between 7 to 30 working days.

## **Discounts and promotions**

Prices of items advertised on this site may periodically be reduced due to discount campaigns.

In such cases, the discounted price will be highlighted while the old price will appear as cut.

Any discount coupons held by a customer are valid for 30 days and are not cumulative.

## Contacts

For commercial contacts:  
[administrator@royalmodel.com](mailto:administrator@royalmodel.com)

To request assistance or information concerning orders that have been placed:  
[customer-care@royalmodel.com](mailto:customer-care@royalmodel.com)

To send advice and suggestions that help us to provide you with better service:  
[info@royalmodel.com](mailto:info@royalmodel.com)

To request information about our mailing list:  
[mailinglist@royalmodel.com](mailto:mailinglist@royalmodel.com)

Thank you for your attention, and have fun navigating.