



SKELETON

PAINTBALL

L T D.
SINCE
2022

Supplier of Paintball Markers and Equipment – New – Used – Refurbished – Repairs

UK Company No. 13912214

Contact No. +44 (0)7821 210010

2023/1/1

TERMS AND CONDITIONS

MAKING A PURCHASE

Just browse our catalogue, click on any items that you wish to buy and put them into the shopping cart. After you have finished your selection, continue to checkout and you will be asked for a few details that we need to be able to satisfy the order. You will always be asked to pay for your order at the time of placing the order and the final Place Order button is your acknowledgement that you have agreed to and are happy with these terms of service. If you have any queries regarding an order you are yet to make, then please contact us prior to placing the order. If you have any queries regarding an order you have already made, please contact us with your order reference number to hand.

SHIPPING

Orders are sent either by guaranteed Royal Mail or with a courier who will deliver between 9am and 6pm. If you require priority next day delivery please ask and we will upgrade you to a next day for an extra and agreed charge. Please note next day service does not include Saturdays which can be arranged but are more expensive. All next day orders requested on a Friday will be delivered on the following Monday.

Please note that paintballs are fragile and occasionally damage can occur in transit. We advise that you check all packages on receipt and notify the delivery driver of any damage. Failure to inspect on arrival and note damage on the delivery documents may prevent us from being able to do anything to assist.

Please note co2 and air bottles are shipped empty as these cannot be sent by courier pre-filled. If you order disposable pre-filled airsource bottles these will be sent filled but can only be sent on a road service so may take an extra day to reach you.

Standard pyrotechnic delivery is charged at time of shipment. From time to time we might not be able to ship within the suggested time frame and would contact you to let you know.



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PYROTECHNICS

You must be over 18 to purchase pyrotechnics and you will be asked to verify this before purchasing. Please ensure you always read the instructions before attempting to use any pyrotechnics as any incorrect use may result in the product not working as anticipated and we cannot offer a refund on these in the event that they do not go off as we cannot verify how they have been used or stored. It is very rare that a pyrotechnic would not work as advertised unless it has been used incorrectly and so it is vital to read the instructions prior to use.

PRIVACY POLICY

Skeleton Paintball Ltd does not disclose buyers' information to third parties. Cookies are used on this shopping site to keep track of the contents of your shopping cart once you have selected an item, to store delivery addresses if the address book is used and to store your details if you select the 'Remember Me' Option. Data collected by this site is used to:

- a. Receive and complete customer orders
- b. Administer and enhance the site and service
- c. Issue a unique identifier (e.g. customer login)
- d. Monitor customer account status beyond that required for individual purchases
- e. Only disclose information to third-parties for goods delivery purposes

RETURNS POLICY

If you are at all unhappy with any product, please get in touch with us by email and we will explain exactly what to do with your product. A refund will be granted for all goods returned unused and in their original packaging.

It is essential that you contact us prior to returning any product so we can discuss with you the best and most secure way to return goods to us. We cannot guarantee your postage costs will be refunded if you do not contact us in advance. When returning/exchanging a product please include a copy of the original invoice/contact details so we can speed up the process.

Please note that paintballs cannot be returned as these are temperature dependant consumable products and we cannot re-sell them.



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We accept returns on mail order items (excluding paintballs) within 14 days of purchase date and 21 days for products bought in store. Please be aware that whilst every effort is made to process refunds as fast as possible, please do allow up to 14 working days for refunded payments to show in your bank account as different banks offer different processing times on this service. Please contact us to confirm details before returning any product to the store.

Under Distance Selling regulations that came into enforce in June 2014, you have 14 days within which to return your product. Your order must be returned in the original packaging and in an unused condition. You would be responsible for the cost of the return shipping of your order. We cannot accept any returns for goods that have been used / opened. Any cancellation of an order that has been placed and paid for at the time of placing the order but where the order has not yet been shipped must be made initially by telephone and then confirmed in writing by the person who made the order. Any cancellation of an order that has been placed and paid for at the time of placing the order but where the order has already been cancelled must be made in writing whereby a confirmation will be sent and full instructions for returning the item / order. You will not be reimbursed any postage for returning an order that has been correctly shipped.

TAX CHARGES

For orders made from the UK or the European Union, 20% VAT is included. The prices displayed on the website are inclusive of VAT.

MARKER / EQUIPMENT SERVICING & REPAIRS

We have trained technicians and are pleased to offer marker and equipment servicing and repairs. It is best to send us an email with a description of the service required or of the marker type and the fault before sending your marker. Our servicing and repair charges are detailed on the Tech Help section of our website. You will always be notified in advance of the costs associated with fixing your equipment and given the option to proceed with the work or have your goods returned to you. Should we proceed with a service or repair, on your instruction you would be expected to pay for the service or repair work within 7-10 working days. Only once payment is received will we continue with the work. Every While every effort is made upfront to diagnose the problem and the cost associated with repairing your marker, if there are additional issues to repair we will send you a quote before proceeding.



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While every effort is made to ensure the safe-keeping of your marker while in our possession or that of our designated couriers, we accept no responsibility for loss or damage of any kind. Should you not make payment within a reasonable time frame, (specifically no later than 90 days), we reserve the right to sell your equipment to recover the costs of the repair work. We will always contact you before making any decision to do this.

Should you decide not to continue with any service or repair work, a standing charge of £25 + return postage will need to be paid prior to returning your marker/s.

GUARANTEE

Skeleton Paintball Ltd will endeavour to fulfil your order and supply your goods as quickly and efficiently as possible. That said, we reserve the right to cancel any order at any time should we be unable to delivery any / all of the items on the order. No liability will be given for any losses resulting from cancelled orders or late deliveries ... although anything like that is very unusual