

**These Conditions of Sale and Business constitute the contract between Wootz Militaria and the buyer or client. By buying items or services from Wootz Militaria, you agree to be bound by these terms. This document was last updated on 5th June 2022.**

#### INFORMATION FOR BUYER /CLIENT

##### 1. Descriptions and Conditions

Condition reports are provided on our website or upon request.

Description of items for sale are provided to best of our knowledge & expertise. The absence of a report does not imply that an item is without imperfections. The detail in a report will reflect the estimated value of the item. Intending buyers have ample opportunity for inspection of goods and, therefore, accept responsibility for inspecting and investigating items in which they may be interested. By making payment & purchasing an item you understand and accept the item in the condition it arrives in.

##### 2. Appraisals

Appraisals can be provided upon request. Appraisals are provided to best of our knowledge & expertise. Details within the appraisal will reflect the estimated market value of the item at that current date & time, as well as the possible origin, age and condition. Wootz Militaria will not be held legally responsible for the use of the appraisal.

##### 3. Import/Export of goods

Buyers intending to export goods outside the UK (Where we are based) should ascertain (a) whether an export licence is required and (b) whether there is any specific prohibition on importing goods of that character because, e.g. they may contain prohibited materials such as ivory.

If you are planning to ship items to Wootz Militaria in the UK. In some cases, British customs may apply a handling charge or import tax. Any charges applied by customs are the responsibility of the client. If you are unsure about importing or exporting goods, please get in touch and we will be able to assist.

#### 4. Items being sent for appraisal or restoration

If the client has purchased an agreed level of restoration service from Wootz Militaria. The client is solely responsible for the safe delivery of any items being sent to us. Wootz Militaria takes every precaution and use industry best practices when working with antiques. There will always be a level of risk associated with restoring an antique object depending on its age and construction. With this in mind the client understands all risks involved and by sending an item for restoration accepts total responsibility. Once the restoration process has finished the item would be sent back to the client using an agreed courier/postal services. Once the item leaves us via the courier or postal services it is no longer the responsibility of Wootz Militaria.

The client will have the opportunity to examine their object after restoration has been completed to ensure that the client is satisfied. The client is responsible for examining their object post restoration, in person on collection or via images that have been provided by email. Once the client's restored objects have been completed and returned to the client, Wootz Militaria accepts no further liability. The client must understand that restored items can deteriorate over time given the nature of materials such as metal or wood. It is impossible to preserve items for a significant period over time unless you have purchased a lifetime care package. It is the client's responsibility to arrange on going preservation of their own objects.

## 5. Items containing ivory

In this section, the word ivory will be used to refer to Elephant ivory. Wootz Militaria abides by the [Ivory Act 2018](#) which restricts and limits the purchase and sales of objects containing more than 10% volume of ivory. We suggest that all clients planning on using our services familiarise themselves with the [Ivory Act 2018](#) to ensure adherence to the law. From the 6<sup>th</sup> June 2022, Wootz Militaria will not be purchasing or brokering the sale of any objects that do not have a valid (APHA) exemption certificate.

Objects that are restricted as per the [Ivory Act 2018](#) can still be sent to Wootz Militaria for cleaning, maintenance, repair, research and restoration, but with clear instructions indicating that the items are not for sale or trade, unless you have a valid (APHA) exemption certificate. Items sent to Wootz Militaria will be returned to the client as soon as the services have been provided. It is important to note, that besides from consolidating broken or damaged objects, Wootz Militaria will not rework or carve any ivory objects.

Wootz Militaria will not ship items containing ivory to the EU. We highly recommend clients outside the UK to visit their local CITES website or office for guidance on shipping or the possible need for a CITES certificate.

If you have any further questions, you can call us on +44 333 44444 60

#### 6. Methods of Payment

We no longer currently accept credit or debit cards. We accept Bank transfers / wires directly into our bank account, all transfers must state the relevant item reference number. If transferring from a foreign currency, the amount we receive must be the total due in pounds sterling (after currency conversion and the deduction of any bank charges). Our bank details would be found on the invoice sent to the client. We also accept various cryptocurrencies, but prefer Bitcoin.

#### 7. Refunds

We do not offer refunds. This includes payment, deposits, payment charges & shipping costs.

#### 8. Collection, storage & delivery

It is important that delivery details are provided by the buyer/client as soon as a service or item has been purchased, so that any items can be properly packaged and shipped. Any delay may incur additional storage costs, which would need then need to be paid by the client. The amount charged would depend on the items size, material and value.

If items reserved/belonging to a client have been left in storage for longer than an agreed period, longer than 2 months or if there has been no communication or response from the client, the process of liquidating the stated items would begin. All effort would be made by Wootz Militaria to try and contact the client, but if there is no success, a 5-day liquidation warning would be served. If any outstanding balance, charges or items are not cleared after this period the stated items would be liquidated.

#### 9. Insurance

Items sent for restoration service are covered by our insurance policy in the event of it being stolen (From our premises). We do not cover the item against damage. We take every precaution when storing items and any high value items are carefully stored in secure rooms. If in the very rare event a client's item is stolen from our premises, we would offer payment totalling the value of the item agreed between Wootz Militaria & the client, at the time of purchasing the restoration services. This amount would exclude any shipping costs.