

Wootz Militaria

Terms, Conditions of Sale & Business

These Terms, Conditions of Sale and Business constitute the agreement between **Wootz Militaria** (“Wootz Militaria”, “we”, “us”, or “our”) and the **buyer or client** (“client”, “buyer”, or “you”).

By purchasing items or services from Wootz Militaria, you confirm that you have read, understood, and agree to be bound by these terms.

Last updated: 16 March 2026

INFORMATION FOR BUYERS / CLIENTS

1. Descriptions and Condition of Items

Condition reports may be provided on our website or upon request.

Descriptions of items offered for sale are provided to the best of our knowledge, research, and professional expertise. However, the absence of a condition report does not imply that an item is free from defects, wear, restoration, or imperfections.

The level of detail within a condition report will generally reflect the estimated value and significance of the item.

Prospective buyers are given reasonable opportunity to request further information or inspect items prior to purchase. Buyers therefore accept responsibility for conducting their own inspection and due diligence before completing a purchase.

By making payment and purchasing an item, the buyer acknowledges and accepts the item **in the condition in which it is sold and delivered.**

2. Appraisals

Appraisals may be provided upon request.

All appraisals are prepared to the best of our knowledge and professional expertise. The appraisal will reflect the **estimated market value of the item at the time the appraisal is issued**, along with our opinion regarding the item's likely origin, age, and condition.

Appraisals represent an opinion based on available information and market conditions at the time and **do not constitute a guarantee of value.**

Wootz Militaria accepts **no legal responsibility or liability for any use, reliance, or financial decisions made based on an appraisal provided.**

3. Import and Export of Goods

Buyers intending to export goods outside the **United Kingdom**, where Wootz Militaria is based, must determine:

- Whether an **export licence** is required; and
- Whether there are **restrictions or prohibitions** on importing such goods into their country.

Certain materials may be restricted or prohibited under international law, including but not limited to **ivory, endangered species materials, or cultural property regulations.**

If you are shipping items to Wootz Militaria in the United Kingdom, please note that **UK customs authorities may apply import duties, taxes, or handling charges.**

Any customs charges or import taxes are **the sole responsibility of the client.**

If you are uncertain about import or export regulations, please contact us prior to shipping items.

4. Items Sent for Appraisal or Restoration

Clients who have purchased an agreed restoration or appraisal service are fully responsible for the safe packing, insurance, and delivery of any items sent to Wootz Militaria.

Wootz Militaria follows industry best practices and takes every reasonable precaution when handling antiques. However, due to the age, materials, and construction of antique objects, there is always an inherent level of risk associated with restoration work.

By sending an item to us for restoration or appraisal, the client acknowledges and accepts these risks.

Due to the nature of antique restoration, the process is not always exact or fully predictable. Hidden structural issues, previous repairs, material fatigue, corrosion, or other underlying conditions may only become apparent once restoration work has begun. As a result, unforeseen challenges may arise during the restoration process which were not visible or identifiable during the initial assessment.

In some cases, clients may wish to modify or adjust their original restoration instructions, specifications, or scope of work after the restoration process has begun. While Wootz Militaria will make reasonable efforts to accommodate such requests where possible, clients must understand and accept that changes to the agreed restoration plan may result in delays to completion, additional costs, or outcomes that differ from initial expectations.

Restoration projects can also sometimes be open-ended where the client's initial requirements are broad, vague, or not highly specified. In other cases, clients may request that Wootz Militaria apply the professional judgement and expertise of our restorers in determining the most appropriate course of action for a project. While we are happy to provide expert guidance, clients must understand that such arrangements can introduce additional uncertainty and may lead to differing interpretations of the intended outcome.

Antique objects can be restored, conserved, or repaired in many ways and to varying levels of finish, conservation standard, time investment, and cost. A restoration may range from basic stabilisation or repair, through to extensive conservation or high-level cosmetic restoration. For this reason, it is important that the client has a general understanding of the level of restoration they are seeking.

- **Conservation / Stabilization (£)**– Minimal, non-invasive work focused on preserving the original structure and preventing further deterioration.
- **Light Restoration (£)** – Gentle cleaning and minor repairs that improve appearance while maintaining original character and patina.
- **Moderate Restoration (££)** – A balanced approach involving structural repairs and selective refinishing to restore usability without over-altering authenticity.
- **Fine Restoration (£££)** – High-quality, detail-oriented work using period-appropriate techniques to enhance both function and historical integrity.
- **Full / Museum-Quality Restoration (££££)**– Comprehensive restoration including reconstruction and precise replication of missing elements to achieve near-original condition.

If a client requires a very specific outcome, appearance, or restoration methodology, those requirements must be clearly communicated and agreed in advance. Wootz Militaria will always attempt to work within a client's available budget where possible; however, the expected outcome must reasonably align with the budget allocated for the project. Clients must understand that expectations for the result cannot continuously increase if the scope of work or financial parameters remain unchanged.

Any additional work required due to newly discovered issues or changes requested by the client may require revised timelines, updated quotations, or additional approval from the client before work proceeds. By commissioning restoration services, the client acknowledges and accepts that antique restoration involves a degree of uncertainty and that results cannot always be guaranteed.

Once restoration work is complete, items will be returned to the client using an agreed courier or postal service. Responsibility for the item transfers to the courier once it leaves our premises.

Clients will have the opportunity to review the completed work:

- In person upon collection; or
- Via photographs or documentation provided via our online project tracker or email.

It is the client's responsibility to review the work and raise any concerns promptly. Once the item has been returned or collected, Wootz Militaria accepts no further liability.

Clients should also understand that restored items may naturally deteriorate over time, particularly objects made from materials such as metal, wood, leather, or organic substances.

Unless a specific long-term conservation or maintenance service has been purchased, ongoing preservation of the object remains the responsibility of the client.

5. Items Containing Ivory

Within this section, the term "**ivory**" refers specifically to **elephant ivory**.

Wootz Militaria operates in accordance with the **Ivory Act 2018**, which restricts and regulates the sale and trade of items containing ivory.

Under this legislation, items containing more than **10% ivory by volume** are generally prohibited from sale unless they qualify for a registered exemption.

From **6 June 2022**, Wootz Militaria does **not purchase or broker the sale of any items containing ivory unless the item has a valid exemption certificate issued by the UK authorities (APHA)**.

Items containing ivory may still be sent to Wootz Militaria for:

- Cleaning
- Maintenance
- Repair
- Research
- Restoration

However, clear written instructions must confirm that the object **is not being submitted for sale or trade**, unless a valid **APHA exemption certificate** is provided.

Apart from stabilising damaged pieces, Wootz Militaria **does not carve, reshape, or materially alter ivory objects**.

Due to international restrictions, **Wootz Militaria will not ship items containing ivory to the European Union**.

Clients located outside the UK are strongly advised to consult their local **CITES authority** regarding import/export regulations and certification requirements.

6. Methods of Payment

Wootz Militaria currently does **not accept credit or debit card payments**.

We accept the following payment methods:

- Bank transfer / wire transfer
- Cryptocurrency (Bitcoin preferred)

All bank transfers must reference the **relevant item or invoice number**.

For international transfers, the total amount received by Wootz Militaria must equal the **full invoiced amount in pounds sterling (£GBP)** after currency conversion and any bank charges.

Our bank details will be provided on the invoice issued to the client.

7. Refund Policy

All sales and services are **final**.

Wootz Militaria **does not offer refunds** under any circumstances. This includes:

- Item purchases
- Deposits
- Service payments
- Transaction charges
- Shipping costs

8. Collection, Storage and Delivery

Clients must provide accurate delivery details **as soon as possible after purchasing an item or service**.

Delays in providing shipping information may result in **additional storage charges**, depending on the size, material, and value of the item.

If items reserved for or belonging to a client remain in storage for **longer than two (2) months**, and there has been no communication from the client, Wootz Militaria reserves the right to begin the process of liquidation.

Before liquidation occurs:

1. Reasonable efforts will be made to contact the client.
2. A **five (5) day final notice** will be issued.

If the outstanding balance or arrangements are not resolved within that period, the item may be **sold or otherwise liquidated to recover outstanding costs**.

9. Insurance

Items sent to Wootz Militaria for restoration services are covered by our insurance policy **only in the event of theft from our premises**.

Our insurance **does not cover accidental damage** occurring during restoration work.

All reasonable precautions are taken when storing client property, and high-value items are stored in secure areas.

In the unlikely event that a client's item is stolen from our premises, Wootz Militaria will compensate the client up to the **value agreed between Wootz Militaria and the client at the time the restoration service was commissioned**.

This compensation amount **does not include shipping or related costs**.

10. Client Verification and Eligibility

To use the services provided by Wootz Militaria, clients are required to verify their identity and age. This must be done by providing a valid form of identification, such as a **passport or driving licence**.


Wootz Militaria operates in accordance with UK safety requirements and internal policies, and therefore **only provides services to individuals aged 18 years or over**. By engaging our services, the client confirms that they meet this requirement.

Any identification documents provided are used solely for the purpose of verification during account setup for our project ordering system. Wootz Militaria **does not retain or store copies of identification documents**, and all such information is securely deleted once verification has been completed.

We reserve the right to refuse service where adequate identification cannot be provided or where age verification requirements are not met.

If you have any questions regarding these terms, please contact us:

Wootz Militaria

 +44 333 44444 60