

Ordering steps:

1. You simply have to add the item you like to your shopping cart (Warehouse). In order to view your shopping cart press "Warehouse" at any of the menus. In the "Warehouse" option you can edit your order and go back to the catalogue or complete the filling of the ordering form.
2. If you decide to finish the order, you will have to fill the ordering form in the "Check out" section. There, you have to state your contact information and the terms of payment and transmission suitable to you.
NB! You can also use ordinary e-mail post to place your order if it more more suitable for you (a complete list of your order with items numbers #).
3. Your application order will be considered within 2 days, and then you'll receive an e-mail message from us where the total price (including the postage) will be stated as well as the terms of payment. We will also answer your questions

The minimum order is 15 EUR

NB! You also can just e-mail us a complete list of your order.

WE GUARANTEE

ESPENLAUB militaria do not accept any item for sale if we suspect it is not 100% original.

All the items displayed on ESPENLAUB are 100% original (if not specified as a copy). Inspection period is 15 days following receipt of the item(s). During that period you may return the ordered item for any reason for a full refund minus costs (shipping, handling and any bank or paypal fees), providing the item has not been damaged, cleaned or tampered and still is in the 'as sent' condition. Any damage, cleanings or tampering with the returning item will void all guarantees!

After 15 days all rights for general return of the item is void and sale is final. Returns may be

given ONLY in form of credit against future purchases, if nothing else have been discussed at the time of purchase.

If an item, which we sold you with regular 15 days inspection period, later is proven to be non-authentic by a well known collector or dealer respected by us and we feel we have been careless in our authentication at the time we may still take a responsibility for the sale, so contact us if you feel you have not been treated right. But in any case a claim should contains serious arguments

and detailed explanations of what is wrong.

VIEWING

We try to provide the good quality photographs for all the items on our website. However, if the potential buyers wish to see the other views of the items, they should let us know their requirements. We will then take the additional photographs and e-mail them to you.

The following criteria are used to assist the customers to better understand the quality of each item listed in ESPENLAUB militaria, using the following descriptions:

Mint
Excellent
Very Good
Good

Fair
Poor

BUYING

Please fill the ordering form and send it to us to ensure that the chosen item is available. Your application order will be considered within 2 days, and then you'll receive an e-mail message from us where the total price (including the postage) will be stated as well as the terms of payment. On confirmation, the payment should follow immediately, as we can reserve an item for seven days only (the items will be marked on the web site as "ON HOLD"). We aim to send all orders within 2 days after we receive the payment, although buyers should allow up to 3-15 days for delivery. All items are supplied on 15 days approval and may be returned during this time period, although returned goods must be received by us in the same condition as supplied (please contact us prior to dispatch). Any damage or tampering with the returning item will void all guarantees.

RETURNS

Inspection time is 15 days following receipt of the item(s). During this period you may return the ordered item for any reason for a full refund minus costs (shipping, handling and any bank or paypal fees), providing the item has not been damaged, tampered and still is in the 'as sent' condition. Any damage, cleanings or tampering with the returning item will void all guarantees!

After 15 days all rights for general return of the item is void and sale is final. Returns may be given ONLY in form of credit against future purchases, if nothing else have been discussed at the time of purchase.

The buyer is responsible for all costs associated with shipping the item back to ESPENLAUB militaria. All returns must be shipped the same way.

PURCHASING/ PAYMENT OPTIONS

Purchases can be made by PayPal (we do not add paypal fees!), Credit Cards (through paypal), bank transfer on our account, Certified Bank Check/Money Orders, Western Union (www.westernunion.com) or Contact Money Transfers (www.contact-sys.com). You can also send cash (in USD or EUR) by registered mail (airmail) to our address (on your own risk!).

We do not take personal checks.

NB! If you use Western Union or Contact Money Transfers to make a payment the postage will be FREE*!

* min. order must be 300.00 EUR

LAYAWAY

If you would like an item from our web site but are not able to pay for it immediately we will be happy to make a payment plan. A deposit of 20% is required and non refundable if you do not want the item.

The length of the layaway depends on the price of the item. Ask for more information.

If you elect to return an item that you have placed on layaway, we'll retain the deposit payment as a administrative and processing fees (payment) and also retain shipping, handling and any transactional fees.

Any item bought on "LayAway" and not fully paid for within agreed "layaway period" will be subject to loss of the deposit payment and item.

NB! The Layaway price we agreed with you is a final total price of the item. We do not add any extra fees to that final price and at the same time we do not make any additional discounts or reducing on the price during layaway period for that item (that also means that future "sales campaigns" are not valid for layaway items).

POSTAGE

No item can be dispatched until the full payment has been received. We will send out the item not later than within 2 days after receiving the payment. Postage and insurance (by request) are charged extra. Also we can add 3.00-5.00 EUR for packing and handling. Buyers will be advised of postage costs and best transport method separately. We ship by Air Mail to all international countries: to Europe 3-10 days, to USA 7-15 days.

If you want to hasten the shipping, the EMS, UPS or DHL express services can be used, but it will be more expensive.

NB! Insurance for full-value of the item is highly advised and recommended, as we cannot be responsible for any damage or losses incurred during transit via any common carrier.