

PLine

## Terms & Conditions

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### **Ordering:**

We accept orders from domestic & overseas customers. We suggest you read our Terms & Conditions carefully and in case of doubts or queries, please write to us at [info@pline.co.in](mailto:info@pline.co.in) before ordering with us.

### **Overseas Orders:**

We usually accept orders from customers worldwide, other than those in countries prohibited by the Indian Government.

### *Payment Terms:*

As per Indian Government Import\Export norms we can only accept Payments from our overseas customers, through Wire Transfers to our Bank Account.

Bank & branch: Axis Bank Limited, G.C Avenue branch, 69, Ganesh Chandra Avenue, Calcutta-700013, India.

Account holders Name: MODEL ENGINEERING COMPANY

Account Number: (for details email us at [info@pline.co.in](mailto:info@pline.co.in))

Swift Code: (for details email us at [info@pline.co.in](mailto:info@pline.co.in))

Alternately we can also accept overseas payments through **PayPal**. (transaction fee charged by PayPal to be borne by the buyer).

Do contact us before making any payment, so that we are able to raise a Performa Invoice for you and estimate the Shipping and Packing charges involved.

We usually accept a 50% advance, on the retail value of the items ordered, at the time of placing your order, the balance due along with shipping, handling charges and taxes involved (if any) are to be paid prior to delivery or on receipt of proof of shipping of the merchandize.

### *Overseas Shipping:*

We generally ship most of our products worldwide (marked as **WW** on our web catalog), except for a few that are barred by the Indian Export Regulations. We ship, to International destinations, only those items that are permissible vide the Indian Customs Act.

[www.pline.co.in](http://www.pline.co.in)

Model Engineering Company  
47, Sankharitola Street,  
Calcutta-700014, India.  
Tel: +91-33-22650746  
Fax: +91-33-26406248  
e-mail: [info@pline.in](mailto:info@pline.in)

## PLine

All prices mentioned on our website are FOB & does not include p&p. For C&F prices based on UPS Express Expedited Services please refer our current [Price List](#).

All International orders are usually shipped within 25-30 business days (depending on availability of Stock), through insured Air or Sea cargo to your nearest Air/Sea port, We usually calculate shipping charges from our factory in Calcutta, India to your closest International Air/Sea port.

Alternatively we can also ship through OR through **UPS Express Expedited** services on a "door-to-door" basis.

Please advise shipping method at the time of ordering.

Shipping charges are always charged at cost. We entertain combined shipping methods in order to save on shipping charges.

All shipments to International destinations are now shipped in styro foam boxes, if shipped in plywood/wooden boxes, are duly fumigated and Certified by an Authorized Pest Control Agency.

Fumigation charges are charged at cost.

All Shipping, fumigation charges, customs duties and taxes if applicable would **be charged at cost and to be borne by the buyer.**

### *Approximate Shipping charges by International Air cargo of a gross weight of 10 kilograms:*

1. Within India: INR4000/-
2. E.U countries & Great Britain: INR10000/-
3. USA & Canada: INR12000/-
4. New Zealand & Australia: INR10000/-
5. Japan: INR16000/-
6. Singapore & Hong Kong: INR8000/-

Note: The above is an estimate of rates charged by airlines and might vary depending on current air cargo rates and the location of the port of discharge.

### *Overseas Sales Returns:*

In case any of our products is received damaged or any part has come loose during shipping, it should be reported to us at [info@pline.co.in](mailto:info@pline.co.in) within 48 hours of receipt of the item. Please give a brief description of the damage (along with photos, if possible) and our Invoice number & date vide which the item was billed.

We should be intimated within 10 days of receipt of the merchandize, about any Sales Returns, and the reason for Sales Returns. We would arrange for a refund only to the remitting source bank account from where the payment for the merchandize in question was made, after deducting all necessary shipping, handling charges and duties involved in Carriage outwards and Sales Returns, after receipt of the returned product at our office in Calcutta, India.

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## PLine

Any of our products if modified\damaged (in play or by improper handling)\serviced\dis-assembled by anyone other than us or by our associates disqualifies it for Sales Returns.

### **Domestic Orders:**

We sell all our products to customers within India.

### *Domestic Shipping:*

Inland orders are shipped through Postal\Courier services (as required by you). Please contact us before you make the payments so that we can calculate the Shipping & packing charges for you. Shipping charges are charged at cost. Generally all Inland orders are shipped within 15 business days (depending on availability of Stocks).

### *Domestic Sales Returns:*

In case any of our products is received damaged or any part has come loose during shipping, it should be reported to us at [info@pline.co.in](mailto:info@pline.co.in) within 24 hours of receipt of the item. Please give a brief description of the damage (along with photos, if possible) and our Invoice number & date vide which the item was billed.

We should be intimated within 7 days of receipt of the merchandize, about any Sales Returns, and the reason for Sales Returns. We would arrange for a refund only to the remitting source bank account from where the payment for the merchandize in question was made, after deducting all necessary shipping, handling charges and duties involved in Carriage outwards and Sales Returns, after receipt of the returned product at our office in Calcutta, India.

Any of our products if modified\damaged (in play or by improper handling)\serviced\disassembled by anyone other than us or by our associates disqualifies it for Sales Returns.

### **RC equipment, Sound & other electronic circuits, & Battery packs:**

**With new airline restrictions we have stopped shipping/supplying RC, gear, sound and other electronic circuits and battery packs with overseas and certain domestic orders (shipped by air cargo) from April 2016.**

### **Delivery Schedules:**

We advise you to enquire about delivery schedules, prior to ordering. Please note that quoted delivery schedules are approximate estimations and can vary or change without prior intimation.

### **Product Guarantee:**

All our products come with a limited life time guarantee on workmanship, and materials. Bought out parts like motors, drive mechanisms, electronic lighting\control\sound\power systems, battery packs,

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chemically treated and paint jobs are guaranteed as offered by their respective manufacturers.

### **Disclaimers:**

Please Note that we do not take any responsibility for Postal/Courier/Shipping delays or Loss/Damage. All our models and spares are not toys and should always be handled under adult supervision. We or any of our associates would not be responsible in anyway should any person or persons, be injured while handling or operating any of our products.

Spare/replacement/upgrade parts to be supplied or repairs/modifications/upgrades to be undertaken on our products already or to be sold by us to customers would be charged additional extra.

All prices mentioned on this website are in effect from 01-April-2017 through 31-March-2018, and are in US Dollars (USD). Prices mentioned on our websites do not include VAT\CST\Shipping\Handling\fumigation charges\other Government Duties etc.

Product specifications, information and prices mentioned on our websites are subject to change without prior notice.

All claims\disputes are subjected to Calcutta, India, jurisdiction.

PLine is a brand owned by Model Engineering Company, Kolkata, India-700014.

Place: Calcutta, India.

Date: 01-April-2017

**For & on behalf of:**

**Model Engineering Company.**

**47, Sankharitola Street,  
Calcutta-700014, India.**

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