

Frequently Asked Questions

Are your models boxed?

Yes, unless otherwise stated. Generally, the model is in its original box. The majority of the boxes are in very good to excellent condition, however some may have the Lledo reference number and/or name written on the box, some may have labels attached to the front plastic cover as they have all been pre-owned. Should we deem that the box is in a poor condition we will make that comment in the short description section.

What is the condition of the model I intend to purchase?

The models we sell are in very good condition with no apparent faults or damage. We do not use the word 'mint' as our models are all pre-owned and we consider that 'mint' is not appropriate. If we believe that there is a comment to be made on the condition of the model, we will advise you in the short description section.

If I place an order when should I expect my model/s to arrive?

We have a 3 working day window on all orders received but orders are usually despatched sooner.

If I have a question about a particular model what should I do?

Please use the email that appears at the bottom of the home page or by using the Contact Us form.

What postal service do you use?

We use our local village Royal Mail Post Office, we normally send parcels either by a Tracked 24 or Tracked 48 service for UK buyers. For Overseas purchases we will either use Royal Mail Airmail or a reputable courier service. All items are tracked and insured.

I would like to register an account with you, how do I do that?

Simply go to the home page, hover over what looks like a face that appears next to the shopping basket on the right hand side of the page, click the relevant link and complete your details.

Will you inform me when my item/s have been despatched?

Of course, we will send an email giving you a link to the tracking details, make sure you look in your Spam folder on a regular basis as sometimes our emails do end up there.

Why do you not advise the Limited Edition Certificate number associated with the model?

We probably have more than one of the same model available, however if we have models that are certificated number 001 it will be stated.

Do you accept offers on models that are on your web site?

We are always open to sensible offers on models that appear on our website. Simply write to us using the email address that appears at the bottom of the home page or by using the Contact Us form.

What do I do if I have a problem with my recent order?

Simply contact us with your reasons and we will respond to you.

I have seen your prices on ebay and they are much more expensive than your website, why is that?

We can offer a lower price when you buy direct from our website simply because of ebay charges, not only on the model price but on the postage charge (and taxes for overseas purchases). We would suggest that if you see the model as a 'Buy it Now' on our ebay store, you can check the price on our website first.

Do you buy model collections?

Yes we do. We require 3 key details. When you write to us please provide:-

- 1) The number of Lledo models you are selling and confirmation that they are all boxed (only 100 plus items please). For less than 100 models we suggest that you contact your local auction house.
- 2) Confirmation of where the models are located (postcode area required), please remember we are located in Derbyshire but are willing to travel if the quantity and quality makes it viable.
- 3) That you provide a list of models available with reference numbers or model type/livery details, with some relevant photographs if possible.

We do not cherry-pick, we buy all or nothing!

If you do not provide this information, we will be unable to make an offer.