

The Gamers' Emporium – *Deposits and Ordering In Policy*

This policy sets out the requirements for ordering in specific items for customers and the practice of taking deposits to secure those items.

It is necessary to have this policy as, in the past, customers have requested that items be ordered in and then have not collected them for extended periods of time (or at all), resulting in a loss of revenue for the store.

1. To order in an item that is not currently in stock in the store, a customer is required to place a £5 cash deposit when placing the order. Their details will be recorded on the ordering spreadsheet.
2. We will not take orders for items which are currently out of stock with our suppliers, except in the case of specifically advertised pre-orders.
3. The deposit can only be made in cash. We regret that we are unable to accept deposits by credit or debit card.
4. The deposit may not exceed £5, and we do not accept payment in full for an item at the point of ordering.
5. At the Owner's discretion, the requirement to place a deposit may be waived.
6. When the ordered item arrives the customer will be notified (by phone, email or Facebook) that the item is ready for collection. When the customer collects the item the deposit will be subtracted from the balance due.
7. If the customer has not collected their item 1 month after it they have been notified that it has arrived, the deposit will be forfeited and the item will be put on the shelf for general sale.
8. Deposits are non-refundable, unless the customer contacts us to cancel their order before we have placed the order with our supplier.