



MISSING LINK

Filming, DvD Production & Video Streaming

OUR ON-LINE TERMS

Prices include vat (17.5%) where applicable and card processing costs (2.75% approx).

We accept:

MasterCard, Solo, UK Maestro, Visa, Visa Debit/Delta, Visa Electron and Paypal payments on-line.

Payments are processed by Sage Pay (formerly Protix) and Streamline on our behalf, within a secure banking system. No card details are sent to or stored by Missing Link.

We use the "Verified by Visa" and "MasterCard SecureCode" facilities offered by many card issuing banks. This allows customers to register their own personal password with the card issuing bank providing maximum security for transactions. The payment screens provide the instructions required.

Payments are processed in real time. The despatch time for specific productions is shown on the individual store pages. For completed productions in stock, please allow 5 working days for delivery.

Postal despatch is by standard Royal Mail or International Air-Mail.

Offers are subject to availability.

Orders may be cancelled in accordance with the Distance Selling legislation by telephoning 0843 2050865 or e-mailing studio@missinglinkdvd.co.uk within 7 days of receipt.

In any event we offer a full refund on goods returned within 14 days when in condition as purchased.

Goods should be checked on receipt and any fault reported to Missing Link:

We will request return of the item and in confirming a fault the customer will have the option of a replacement or full refund together with a refund of postage incurred;

If no fault can be established a single replacement will still be provided.

Personal information provided will not be divulged to any third party unless required to do so under law as it applies in England.

Missing Link
A Family Partnership

Administration Office:
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Clement Street
Swanley
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BR8 7PQ

Tel 01322 663098

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