

At this time PORTAL GAMES are only able to handle orders from the selected countries, we apologise if this causes inconvenience. If you would like to purchase from our site and your country is not currently included please email and ask for us to load the shipping table. All prices on this site include VAT, where appropriate. The cost of shipping is not included and is calculated based on the weights of the products you purchase.

Please be aware that some of the products sold by PORTAL GAMES come with small pieces unsuitable for younger children. These pieces may constitute a choking hazard and we would ask all of our customers to take care with these products.

PORTAL GAMES are dedicated to your total satisfaction with our services and process. If you have any suggestions or comments we would be delighted to hear from you, please email us using the email form which can be found under the "Contact Us" section.

PORTAL GAMES reserve the right to refuse any order at their discretion. The customer will be informed by email when this occurs.

VAT Number: PL6291018024

Making A Purchase Making a purchase could not be easier. Browse our Catalog, and click on any items that you wish to buy and put them into the shopping cart. After you have finished your selection, click on 'Checkout' and you will be asked for the details we need to be able to satisfy the order.

We accept Visa, Mastercard and most Debit Cards via PayPal.

Paypal

Payment via Paypal is available by choosing the Paypal option from the dropdown list of Paypal methods.

Please note that invoices not paid within 30 days will be charged interest at the rate of 1.5% per month.

Shipping And Handling Shipping is calculated according to the weight of the products you order and area. Buying two or more products will probably mean less shipping cost per product as our contract with a Courier kicks in, so how about adding a game or a book for a friend as well.

The customer is responsible for entering their Address and Post Code correctly and for arranging collection from the Post Office or the Courier if they are not in when delivery is attempted. We will notify you when items are returned to us as the Post Office or the Courier has been unable to deliver. In this circumstance we will charge you for the Postal element of your order again before we will ship your order back to you. Note that you can choose a separate Delivery Address when you place your order.

Delivery Schedule Portal Games generally despatch orders next business day where products are in stock, it may take up to 10 business days where products are not in stock. If a longer time period is required we will notify you by email and you may then choose to cancel your order or to wait as you prefer.

Not all countries outside the EU are currently loaded within our shipping database, if you wish to order and your country is not represented please let us know and we will be happy to load it for you. Back Orders If your item is not in stock, we will back order for you. You will always be emailed with the option to cancel your order if you would rather not wait, note you must respond within 7 days to this notice or we will assume that you wish your order to be processed.

Pre-Orders

Pre-Orders are taken against products before release. The money is debited from your credit card at

the time the order is taken and Portal Games then undertake to ship you the product before the published launch date, as shown on this website, or your money will be returned in full. Where a Pre-Order is mixed with existing products we will generally wait until the Pre-Order arrives and then ship the whole of your order together. If you would like existing products to arrive earlier please make a separate order.

Tax Charges:

All prices include VAT at 23% as appropriate. Note that Portal Games are not liable for local taxes and these remain the responsibility of the customer.

Guarantee

Portal Games guarantees, to the best of our ability, to ensure that the product you receive will be complete and fit for its intended use. If this is not the case then you have up to 14 days from the day after you received the product to contact us and send a notice of cancellation, together with a return shipping proof, to receive a full refund. The customer is responsible for paying the return postage to Portal Games. You may contact us via email at service or in writing to Portal Games, ul. Św. Urbana 15, 44-100 Gliwice, POLAND and we will attempt to rectify the situation with you.

Your Rights

You have the right to cancel your order with us, this can be done up to 7 days from the day after the goods are received by you. In the event of cancellation you must notify us either by email to portal@portalgames.pl or in writing to Portal Games, ul. Św. Urbana 15, 44-100 Gliwice, POLAND. You must return the product to us at the address shown. We will return the cost of the product within 30 days after receipt of your return. The customer is responsible for paying the return postage.

The terms of this contract do not affect your statutory rights.

Reaching Us If you need to reach us, please email us on service or call us on [+48323348538](tel:+48323348538), alternatively, you can write to us at Portal Games, ul. Św. Urbana 15, 44-100 Gliwice, POLAND. If you have a complaint you can contact us via email (see "Contact Us") or by phone on [+48323348538](tel:+48323348538). Once received we will contact you promptly, within 48 hours, so that we can attempt to resolve your problem.

Our standard office hours are Monday to Friday, 8am to 4pm (GMT +1). If no one is available to answer your call please leave a message on the answerphone and we will get back to you. All calls will be charged by your telephone company at standard rates.

Privacy Policy Portal Games are committed to protecting your privacy. We will only use the information that we collect about you lawfully (in accordance with the Data Protection Act 1998). Information, being data you enter whilst making an order or when entering details for a club or competition, is obtained for two purposes only, to process your order and to provide you with the best service possible, this may include sending you emails about special offers, opt out using the tick box provided.

Portal Games will not disclose buyers information to third parties, excluding the Credit Clearance Company and the Company delivering your package, at any time, now or in the future.

If the Client withdraws from this contract, the Seller shall reimburse to the Client all payments received from him, including the costs of delivery (with the exception of the supplementary costs resulting from the Client's choice of a type of delivery other than the least expensive type of standard delivery offered by the Seller), without undue delay and in any event no later than within 14 days from the day on which the Seller was informed about the Client's decision to withdraw

from this contract. The Seller will carry out such reimbursement using the bank account number provided by the Client. The Seller may withhold the reimbursement until the Seller has received the product back.

Cookies are used on this shopping site to keep track of the contents of your trolley once you have selected an item, to store delivery addresses and to store your details if you select the 'Remember Me' option.

The information we hold about you will be accurate and up to date. You can check the information we hold about you by emailing us at portal@portalgames.pl.

If you have any questions or comments about privacy you should email us at privacy; These will be dealt with by Portal Games, within 5 working days.

Returns Policy Your rights to return goods are protected under the EU Distance Selling Directive which can be found at <http://www.hmsso.gov.uk/si/si2000/20002334.htm>