

Purchase information

Our range of products primarily consists of the Spanish AK Interactive's products, plastic model kits and accessories. These items can be purchased only via our online store.

Customer Service contact: +3670-3209946 (Workdays 08-17) and info@makettshop.hu

If purchase value reaches 150 EUR gross, shipping costs are on us. Below this price limit, shipping costs are to be paid by the Customer, which varies by country, but at least 7 EUR.

FAQ

How can I place an order?

Orders can only be made from our web shop. We do not take orders via telephone.

How can I know if the desired item is on stock?

You only can purchase the items what we have in stock. The product is available immediately from our store, delivery time is between 2 and 8 work days. If there is no cart icon at the item this means the product is unavailable, neither for backorder nor for delivery. There are some products what are only for pre-order. We immediately inform you with the delivery time if you order from these items.

How can I use the page?

No registration is needed for browsing between products, neither for purchasing.

How much does the delivery cost?

If the purchase value reaches 150EUR gross, shipping costs are on us. Below this price limit, shipping costs are to be paid by the Customer, which varies by country, but at least 7EUR.

How long does it take to receive the ordered items?

If the ordered product is in stock, delivery progress will start immediately and after confirmation shipment will arrive to your address (depends on the country you are living in) within 2-8 work days.

What costs are included in the product's price?

The prices of the products indicated on the site already include 27% VAT (5% in case of books and magazines). Other taxes or costs are not applicable for customers.

Which company delivers my order and when?

Orders in our shop are shipped by GLS. Deliveries are due between 8:00 and 17:00 every work day. In case you are not at home in this time interval, it is recommended to ask for your delivery to your workplace. Courier will try to deliver the package twice, in case of two unsuccessful attempts, package will be returned to us. You will receive e-mail notification of commencement of delivery from us and the courier as well.

Is there a possibility for personal pickup?

Personal pickup of items is not available.

When do I have to pay for the package?

Only the bank transfer method you are obliged to pay in advance. In case of bank transfer, you will receive an email containing all necessary information for the payment. Invoice will be included in the package. Pay on delivery method is unavailable.

Package is damaged, what should I do?

Please check your package right on delivery, when courier is still present, ask for filling a report and do not accept the package. Without a written report we are not able to accept any claims.

How can I pay via Bank Transfer?

You can pay via credit/debit card by BARION system immediately. If you choose the "bank transfer" payment method, after receiving your order, you will receive an email with all necessary details to complete bank transfer. When making payment, please add invoice number to note/comment field. As soon as funds arrive to our account, we hand over your package to the courier. Please do not initiate payment before receiving email with the details!

Where can I find contacts to customer service?

In the site's header, under „Infomations / Store Informations“ you can find phone number and email address as well.

Why is it necessary to provide phone number and email address when placing order?

Processing of orders is a fully automated process, however, it may happen that we have to communicate with you regarding the products or delivery. Our primary communication form is email, secondary is phone.

I have been waiting so long for my package. How can I find out when my package is about to arrive?

You can check delivery status of your package with the reference number provided in the email via the tracker function on GLS homepage.

When is the store open?

We do not run a regular store, but only a customer service office, so our business time is flexible.

Our customer service is from Monday to Friday 8-17 on +36703209946