

Customer Support

All our products are shipped world wide

We do our best to ship all orders as quickly and efficiently as possible and in the safest of ways. All products are well packed and checked for any imperfections : we aim to provide you with high quality resin products free from any major form of defects which may result in painstaking and stressful time spent during assembly of our kits. Our aim and pleasure is to know that you'll enjoy your purchase and to see you back for some more. Ordering >>> QUANTUM LIBRARY <<<To place an order please access our list of available products via our Quantum Library located on our top bar menu.

Select the item, quantity and add to cart. Continue shopping if you like to add various items then please proceed to check out when ready. We recommend you allow a minimum of 3-7 working days before your order is ready for shipping : generally depends on the number of orders we get and the ready availability of our kits. During busy times it may take up to 14 working days for your order to be shipped. You will receive a notification email from us once the package has been shipped to your selected destination. Shipping methods

Shipping methods are automatically calculated by our shopping cart and relies primarily on the number and weight of the items selected in the order. The system works by steps of 250g, therefore an item that weighs 180g will show as 'up-to' 250g, and an item/s that weighs 300g will show as 'up-to' 500g in shipping weight and so on.

Shipping costs

To check for shipping costs it's as simple as filling in your cart with your favourite items and proceed through the checkout till you get to the shipping methods page where the price and weight 'up-to' will clearly be shown towards the bottom of the page. After that, you can simply proceed to the payment section or go back to add or remove items as you best wish. Payments All payments are made through PayPal : at the present this is the only method we are prepared to accept. Delivery

Delivery schedules may vary depending on where you live. For mainland UK and most of the other countries we use Royal Mail as they are fairly fast and reliable in virtually all cases. All orders are sent 1st class or airmail to get them to you as quickly and efficiently as possible. In the future we will include more options and choices of carriers and shipping methods. Questions?

If you should have any questions related to our product range please don't hesitate contacting us through our QG Portal - located on our top bar menu - or simply email us at the following address : cyrob@quantumgothic.com . We will do our best to give you a straight clear answer and help you with your enquiry as much as possible. Store Finder We have only recently accepted requests for stocking our products through independent stores: TableTopShop <http://www.tabletopshoponline.de/> Germany Realm of Legends <http://www.realmoflegends.com.au/> Australia With currently more stores under consideration.