

A sum up of HISTORY

SCIENTIFIC/MHD is the oldest distributor for radio controlled products in France. Created in 1955 under the name **SCIENTIFIC France**, the company is well known in France for the quality of the products distributed and the seriousness of its services. His founder has been a national and international champion for Wackfield and free flight models in the 1950/1960. **Scientific France** was the first importer of several famous R/C brands in France such as O.S. Engines, SANWA radios, HIROBO helicopters, KATO kits, BILLING BOATS, MANTUA MODELS, GREAT PLANES, TOP FLITE etc...

In 1994, a subsidiary named **MHD** has been created to cover the expansion of the company on the plastic and die cast markets.

In 2013 the 2 companies **SCIENTIFIC France** and **MHD** have been joined to make **SCIENTIFIC/MHD** sarl. The company has celebrated its 60th birthday in 2015.

SALES CONDITIONS SCIENTIFIC/MHD sarl

SCIENTIFIC/MHD sarl distributes its products all over the world through specialised Hobby and Toys shops, able to bring to the consumers the right advice and services for the optimum use of cars, boats, airplanes, helicopters, drones and radios.

All orders through our website commit the buyer to accept our complete terms and conditions of sale.

All any other terms of sale cannot predominate our sales terms.

Our sales conditions apply excepted all the terms of sale in local Hobby shops.

You declare that you are over 18 years old and you have the legal capacity in your country to purchase from internet on our website.

We advise you to print and keep one sample of these sales terms for any future reference.

Excepted the contrary proof, the data recovered on our website are the confirmation of the transactions made through this website.

SCIENTIFIC/MHD keeps the possibility to modify these sales terms when it is necessary.

All catalogs, advertisements, are only for information to advise consumers and have no legal value.

This website is the property of SCIENTIFIC/MHD sarl and all rights are reserved.

Any partial or total copy cannot be done without our prior agreement.

1/ Price / Payment / Shipment

The prices on this website are including French VAT (20%) that the French legislation obliges us to invoice for all B2C sales (sales to consumers).

Prices and offers can be changed each time it is necessary and without notification in advance. The final prices are those indicated on the order form which will be sent on your email address after you validate your order and make your payment.

Payments are exclusively made by credit card through our secured website.

However on special request by email, payment can be done by bank transfer on our account after we send the final invoice and our IBAN coordinates. This type of payment cannot be agreed for amount below 150 Euros.

If you want to purchase this way, please fill your caddy, take a screen copy and send us by email with all your coordinates.

Some factors like the rates between Euro and other currencies such as US \$ or Japanese Yen, the prices of our suppliers can force us to modify our prices and promotions at any moment.

The prices are with free shipping over 150,00 Euros per order for France and closed European countries including Belgium, Spain, Italy, Portugal, Germany. Under 150 Euros a participation of 7,80 Euros is applied on the order for shipping participation of the buyer.

For all other countries, after you confirm your order through our website, our shipping department will advise you by email the additional fees we ask you to pay for the shipment to your country.

This additional cost depends on how far is your country and the weight and volume of the parcel. We can only calculate this cost after the parcel is prepared and the communication of your complete coordinates.

This additional cost should be paid before the shipment is done by bank transfer to our account.

For some heavy items like BLACHORSE or SEAGULL airplanes, a specific cost of shipment is invoiced on your bill in order to cover a shipment by transport company. The carton with the airplane and any other items ordered are placed in this case on a pallet to avoid any damages during transportation.

The buyer is always responsible to detect any damages due to transport when the parcel is delivered to your door.

In case of damages, the buyer should clearly write on the document of transport the claims, and indicates what is wrong or damaged before the delivery man leaves.

If the damages or the breakage are not written on the transport document, any recourse is possible against the transport company and its insurance.

We ask you also to send us an email as soon as you discover that a damage appears on the delivery .

2/ Orders and delay of delivery

Only the available items can be ordered on our website in order to avoid any Back Orders.

The available items have a green square closed to the caddy. The internet stocks level is automatically adapted 3 times per day. If an item becomes unavailable when we prepare your order due to a stock mistake, we will send back the correspondent amount of value or we engage ourselves to deliver it within 60 days, depending of your choice.

If the item is no more available (sold out) we will refund back your money.

SCIENTIFIC/MHD reserves itself the right to cancel one order or one item in the case of the unavailability due to our suppliers. No compensation can be asked by the consumer.

The final invoice is joined to the parcel.

Usually the parcel is delivered within 5 days after we receive your order and payment in the European countries closed to France.

Normal parcels are shipped out by DPD or postal office.

For shipment through transport company for big items on palett, or by forwarder if your country is out of the CEE, the delay can be longer, depending the country you are living.

In that case we will advise you the approximate delay for the delivery by email.

3/ Policy of returns, Warranty, After sales service.

In any case the return of item should be agreed in advance by our company by email. The item shipped back should be in its original condition, in its original package, should be never used or damaged, and complete with accessories and manual.

The cost of shipment back is always for the buyer and never paid or compensated by SCIENTIFIC/MHD. If the item is damaged during shipment back, SCIENTIFIC/MHD cannot be responsible so that the consumer has to be very carefull to pack safely the item and take an insurance to cover the possible damages.

If the product back is received damaged, SCIENTIFIC/MHD will not refund the prices and the consumer has to ask hos money back to the insurance company.

All the R/C products in this website are in accordance with the French legislation and the RED European regulation.

This is the responsibility of the buyer to check before the purchase if the product respects the law in his own country. SCIENTIFIC/MHD cannot be responsible if the product is not in agreement with the final destination country's law.

All the LiPo batteries are never garanted because SCIENTIFIC/MHD cannot check if the use is made in agreement with the normal conditions for using such batteries.

To apply warranty and for repair, the product can only be opened by the technicians of SCIENTIFIC/MHD. If any product is opened or modified by the consumer, the warranty is lost, whatever it is for radios, engines, servos, electronic accessories.

SCIENTIFIC/MHD has its own service for repair R/C products.

Prior to repair, we ask you to send an email in english to explain the troubles you are facing with the used of your product. Please indicate the invoice number of your purchase and the item number of the product you are facing troubles with.

We will send a reply within 2 days to try to solve the problem. If this is not possible we will ask to send back the item for repair.

The fees of shipment back and resend to your door is always at your cost outside France.

We will send an advise by email with the cost of repair before making the repair to get your agreement first.

4/ Dangerous goods.

Some glues or fuel for R/C products are considered as dangerous goods for use or transportation.

For the cyanoacrylate glues you can find the MSDS (Security Date Sheet) in french on our website. We can send also the english version by email on request.

It is the own responsibility of the buyer to check the safety precautions for using such glues. SCIENTIFIC/MHD cannot be responsible in case of injury or damages with these glues. The French security labels are stucked on the glues bottles. English labels will not be stucked on bottles for shipments outside France. Please ask for the english MSDS by email in case of necessity before purchasing.

R/C fuels are not sale directly on this website due to the special transportation needed by these dangerous items. In case you want to purchase fuel bottles, feel free to contact us to arrange order and special shipment.

5/ Safety

R/C products are not considered as Toys and cannot be sold for children under 14 years old.

CAUTION !

Improper assembly and misuse may result in the partial or total destruction of the model with the risk of personal injury. The user is solely responsible for damage related to the use and implementation of the model.

Before any use you must:

- Read the manual because its understanding is essential to properly implement the model and not cause damage to it or to third parties due to improper handling,
 - Understand how the model works, from a mechanical, electrical or electronic point of view,
 - Make all the necessary checks (charge of the batteries, control of the radio control, check the good assembly of the mechanical parts, control of the tightening of the screws, the propellers, etc ...) before all new uses of your reduced model.
- SCIENTIFIC/MHD cannot be responsible for any wrong use of products.

6 - Items in Destocking

The company SCIENTIFIC / MHD proposes destocking operations on its website in the tab "Destocking". This allows consumers to purchase old or overstock models at "broken" prices in relation to their recommended retail price.

These products are no longer replenished, they will be delivered within the limits of available stocks. The physical stocks listed on the website being updated 3 times a day, it may happen that some items available during the validation of the order are no longer at the time of preparation of the order.

In this case the company will be forced to refund the unavailable items by any means at its convenience.

Unless a contrary mention is inserted in the detail of the article proposed in destocking, all the articles proposed in this heading are new.

However, some packaging boxes may be faded or deformed, without this adversely affecting the newness of the article that is inside.

When this faded state is indicated in the description of the article, this reason can not be invoked for a request for return or recourse to the right of withdrawal, the difference between the destocking price set by the consumer and the public sale price advised being the fair and sufficient compensation of this condition of the packaging.

The prices charged under the heading "Destocking" being broken prices for the company and not a source of profit, the delivery costs are borne by the buyer.

For any clarification on items destocking before ordering, please ask the company if in doubt.

For all requests, you can call the Online Sales department as follows :
Tel 33 (3) 27 45 00 24 / Monday to Friday, from 10:00 to 12:00.

7 - Applicable Law - Litigation

These Terms are subject to French law. The language of this contract is French. In case of dispute with professionals and / or traders or consumers, the courts of Valenciennes (France) will be competent. In case of international dispute, the French courts will be competent.

8 - Data Protection Act

SCIENTIFIC / MHD undertakes not to disclose to third parties other than those involved in the processing and delivery of your orders, the information you provide. This information is confidential. In accordance with the Data Protection Act of 6 January 1978, you have the right to access, rectify and oppose personal data concerning you. To do this you just need to apply online, indicating your last name, first name, e-mail address and if possible your customer reference to contact@mhd.eu.

9- Summer Vacations

Please kindly note that SCIENTIFIC/MHD will be closed for summer vacations from 4th to 26th of August 2018. All orders received during this period cannot be shipped out before the 27th of August. We thank you in advance for your comprehension.