

User terms

Welcome to gkhubs.com (hereinafter referred to as "the Website"). Before using the Website, please carefully read the following User Agreement (hereinafter referred to as "the Agreement"). By using the Website, you acknowledge that you have read, understood, and agree to be bound by all the terms and conditions of the Agreement.

1. Definitions

- The Website: Refers to gkhubs.com and all its services.
- User: Refers to individuals or entities who access, browse, or otherwise use the Website.
- Product: Refers to GK model figures and other products displayed on the Website.
- Supplier: Refers to the various studios and manufacturers that provide the products.

2. Transaction Model

The Website acts as an agency to place orders for users. Users can pre-order products in the following ways:

- Full Payment Pre-order: Pay the full price of the product.
- Deposit Pre-order: Pay a portion of the product price as a deposit.

3. Pre-order Process

3.1 Placing an Order

- Users browse and select products, reviewing detailed information, including estimated shipping dates.
- Choose pre-order method: Full Payment or Deposit.
- Submit the order and complete the respective payment.

3.2 Order Confirmation

- Upon receiving the user's order and payment, the Website will place an order with the supplier (various studios) for the product.
- For deposit pre-orders, users should note that the deposit is non-refundable once paid.

3.3 Supply and Shipping Date

- The shipping date displayed on the order page is an estimate; the actual shipping time may be earlier or later, depending on the supplier's production schedule.
- The Website will promptly update the order status and notify users via email or SMS of any significant delays or changes if necessary.

3.4 Balance Payment (for Deposit Pre-orders)

- When the product is ready to ship, the Website will notify users who placed a deposit pre-order to pay the remaining balance.

- Users should complete the balance payment within five days of receiving the payment request; otherwise, the order may be canceled.

3.5 Shipping

- After confirming receipt of full payment, the Website will arrange for the product to be packaged and shipped.
- Shipping information will be provided to users via email or through their account.

3.6 Shipping Cost Payment

- When the product is ready to ship, users may need to pay shipping costs.
- Users should complete the payment for shipping costs within five days of receiving the request; otherwise, the order may be canceled.

4. Payment and Refund Policy

4.1 Deposit Payment

- The deposit is used to place an order with the supplier and is non-refundable once paid.

4.2 Full Payment Refund

- If a user who opted for full payment requests a refund, the Website will refund the difference between the full payment and the deposit, minus an \$8 handling fee.
- Refunds are only applicable if the product has not yet shipped.

4.3 Out-of-stock Handling

- If the ordered product is not available due to supplier issues, the Website will refund the full amount to the user.

5. Packaging and Shipping

- We handle products with great care during packaging to minimize the risk of damage.
- Since most models are made of resin, which is inherently fragile, there is a risk of damage.
- Users accept and understand this risk.

6. Damaged Products and After-sales Service

6.1 Receiving Damaged Products

- If the product is damaged during shipping, users must contact us within 24 hours of receipt and provide clear photos as evidence.
- We will report the issue to the supplier (studio/manufacturer) and assist the user in seeking a possible solution.
- Please note that whether the supplier provides replacement parts or other support depends on the specific circumstances.

6.2 Shipping Cost Responsibility

- Users must bear all shipping costs for returning or replacing products.

6.3 Final Resolution

- If the issue cannot be resolved through the supplier, users may choose to file a claim with the shipping company.

7. Return Process

Our quality assurance team will inspect the returned products. If we confirm that the product meets our refund policy, we will proceed with the return process. Please note that we cannot control the time it takes for the package to reach our store. However, our quality check may take up to 2 working weeks, including disputes with relevant manufacturers, distributors, or studios.

Once the return request is approved, GK hubs may take up to 1 week to refund the payment to your payment service provider. Please note that we have no control over the time your payment service provider takes to process the refund.

8. Return/Refund Shipping Costs

GK hubs will provide a full refund for products that meet our return and refund policy, excluding any shipping costs (if applicable). Depending on the specific circumstances, we may refund shipping costs for certain refunds. Users are responsible for paying the shipping costs to return the product to our store. Shipping costs are non-refundable. If you receive a refund, the return shipping cost will be deducted from your refund.

9. Return/Refund Policy Summary

Condition	Policy
Product out of stock	Refundable
Pre-order product (deposit portion)	Non-refundable
Change of mind	Non-returnable/Non-refundable
Sale/Promotional product	Non-returnable/Non-refundable
Opened and used products	Non-returnable/Non-refundable
Damaged due to user negligence, misuse, or abuse (e.g., exposure to high heat, chemicals, flames, sharp objects, etc.)	Non-returnable/Non-refundable

10. User Responsibilities

- Users must ensure that the personal information and shipping address they provide are accurate.
- Users are responsible for paying the balance on time (for deposit pre-orders) to avoid order delays or cancellations.
- Users must pay the shipping cost promptly to ensure the normal shipment of their order.

11. Liability Limitations

- The Website is not liable for any loss caused by force majeure or reasons beyond its control.
- Users are responsible for any loss or damage caused by providing incorrect information or failing to comply with the Agreement's terms.

12. Applicable Law

The formation, execution, interpretation, and dispute resolution of the Agreement are governed by relevant laws and regulations.

13. Agreement Modifications

The Website reserves the right to modify the Agreement as needed. The modified Agreement will take effect once published on the Website without further notice. Users are responsible for regularly reviewing updates to the Agreement.

14. Contact Information

If you have any questions or need assistance, please contact us at:

- Email: info@gkhubs.com
- Customer Service Phone: +853-63554-378

Agreement Acceptance

By using the Website, you acknowledge that you have read, understood, and agree to abide by all the terms and conditions of the Agreement.