

Store Services & Policies

Gift Certificates:

Gift Certificates are available from Winona Garden Railway in any amount you require for your gift giving needs. There is no expiry for these certificates and they are available at the store or over the phone.

Mail Order:

Can't make it to the store, all items we carry can be shipped to you! Just phone us at 519-763-9477. Have your shipping and payment information ready as well as all the product codes and descriptions you require. Expedited parcel rate from Canada Post unless otherwise specified. For any returns, contact us before returning. Delivery charges are non-refundable.

Special Orders:

We require a 50% deposit and complete details of what you're after. Once processed; special orders are Non-refundable. All orders must be paid in full within 30 days after arrival in store. After 30 days, the deposit will be forfeited and the item(s) placed to the sales floor, unless prior agreements have been made.

Layaway Policy:

We will be happy to hold in-stock item(s) for you. We require a 25% Non-refundable deposit at time of Layaway. Items will be held for a maximum of 60 days, unless prior agreements have been made. After 60 days, the deposit will be forfeited and the item(s) returned to the sales floor.

Return Policy:

All returns must be made within ten (10) business days. All items must have the original sales receipt, unused and all packaging. Exchange only. Returns are subject to 15% restocking fee. All sales are final on clearance, used items and electrical parts not installed by us.

Parts and Repairs:

We are USA Trains & Aristo Craft Trains Eastern Canadian repair depot. All repairs will be charged at a \$25.00 per hour rate. Parts are at no charge if the unit is in the manufactures' warranty period. If the unit is defective within the first week of purchase, the shop rate will be waived. Whether it's a rebuild or a basic cleaning and lube, we offer both the parts inventory and the know-how to get the job done right.

Installations:

Installations are charged at a flat fee of between \$35.00 to 150.00. Depending on what is being installed and to what locomotive. Any installations we do will be covered by us for a period of 1 year. We install Radio Control, Phoenix sound, Battery on board or in trailing cars. Contact us for a quote.

Consignment Sales:

Our fee is 20% of the Selling price for store credit, 25% of the Selling price for cash (cheque).