

# **Terms and Conditions**

## **Orders:**

- Schools who have registered and paid can place their order via the co-ordinators area
- The number of books ordered must match the number of books purchased
- Orders must be placed on line
- Minimum order quantity is 35 students

## **Increasing Order:**

- Additional students can be added
- Minimum of 5 students (£15)
- Request for extra students must be made in writing to [bookbuzz@booktrust.org.uk](mailto:bookbuzz@booktrust.org.uk)
- BookTrust will advise if this can be accepted
- BookTrust will issue a new invoice for additional students
- All invoice must be paid in full before the school can order any books

## **Reducing Orders:**

- BookTrust does not accept any reductions on orders which have already been paid
- BookTrust does not provide refunds

## **Book Selection:**

- Students are encouraged to select their own books.
- BookTrust reserves the right to provide a selection of books if the orders have not been received by the deadline.

## **Incorrect Order:**

If an incorrect order has been placed the school should contact Bookbuzz within 12 working hours of the order been placed.

This can be done via email on [bookbuzz@booktrust.org.uk](mailto:bookbuzz@booktrust.org.uk)

BookTrust is unable to amend the order if our warehouse has packed/delivered the order.

We do not provide refunds for incorrectly placed orders

## **Substitution:**

### **Orders placed before the final deadline:**

- If a title is no longer available BookTrust will contact the school to advise
- BookTrust will offer a replacement title or a refund

### **Orders placed after the final deadline:**

- If the title is no longer available BookTrust will substitute the title
- No refunds will be given

## **Delivery:**

- BookTrust will endeavour to deliver all orders before the final deadline no later than 14 December 2018
- Once the order has been delivered BookTrust does not accept any responsibility for subsequent or consequential loss or damage

### **Incorrect Delivery:**

- BookTrust will aim to provide a replacement for incorrect items delivered if the order has been placed by the final deadline
- If the requested title is no longer available BookTrust will
  - Offer a replacement title
  - Provide a refund
  
- BookTrust will only offer a replacement title based on stock availability, if the order was placed after the final deadline.
- BookTrust will not provide any refunds
- In the event an incorrect order has been placed the school must contact BookTrust within 7 days of receipting delivery.
- BookTrust reserves the right to refuse returns/replacements and refunds after this time.
- BookTrust will deal with each case on an individual basis.

### **Faulty Goods:**

- Schools must contact BookTrust within 7 days of receiving their order.
- Schools must provide photographic evidence of the damage
- Orders placed before the final deadline:
  - BookTrust will where possible replace the book or offer a substitution
  - If BookTrust are unable to replace the items like for like, it reserves the right to

- Offer substitute titles
  - Refund the customer
- BookTrust will deal with each case on an individual basis.

## **Changes to Delivery Address:**

- Should a school wish to change the delivery address they are responsible for Providing the correct delivery detail
- If they have not provided the correct address on the order, they should email BookTrust at [bookbuzz@booktrust.org.uk](mailto:bookbuzz@booktrust.org.uk) within 12 hours of placing the order
- BookTrust will not accept responsibility for late delivery if the correct address has not been provided by the schools.

## **Cancellation:**

BookTrust reserves the right to refuse request for cancellations. Please note that by registering and paying for the programme, you have committed to take part in the Bookbuzz programme and to order the registered number of books. If you wish to no longer participate in the programme BookTrust will not provide a refund.

## **Queries:**

If you have any queries relating to these Terms and Conditions or to Bookbuzz in general please do not hesitate to contact us at [bookbuzz@booktrust.org.uk](mailto:bookbuzz@booktrust.org.uk)

BookTrust reserves the right to amend these terms and conditions.