

Terms and Conditions

Orders:

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

Increasing Order:

- Additional students can be added
- Minimum of 5 students (£17.25)
- Request for extra students must be made in writing to 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

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.
- Please note that some titles may be available in limited quantities, and this will be advised on the order form.

Delivery:

- BookTrust will endeavour to deliver all orders before the final deadline no later than Friday 13th December 2024.
- 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:
 - o BookTrust will where possible replace the book or offer a substitution o 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 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

BookTrust reserves the right to amend these terms and conditions.