



## Terms of Use

### Where to find information about us and our products

You can find everything you need to know about us, Edutech Zone Ltd, and our products on our website, before you order. We also confirm the key information to you in writing after you order, either by email or in your online account.

### When you buy from us you are agreeing that:

- Sometimes we reject orders.
- We charge you when you order .
- We pass on some increases in VAT.
- We're not responsible for delays outside our control.
- Products can vary slightly from their pictures.
- Cancelling an order before delivery occurs.
- Delivery of products to the school (or other educational establishment)
- You have a legal right to change your mind .
- You have rights if there is something wrong with your product.
- We can change products and these terms.
- We can suspend supply (and you have rights if we do).
- We can withdraw products.
- We can end our contract with you.
- We don't compensate you for all losses caused by us or our products.
- We use your personal data as set out in our Privacy Notice.
- Other important terms apply to our contract.

### Sometimes we reject orders.

Sometimes we reject orders, for example, because a product is unexpectedly out of stock, or because the product was mispriced by us. When this happens, we let you know as soon as possible and refund any sums you have paid.

### We charge you when you order.

We charge you when you order. You will own your product once we have received payment in full.

**We pass on some increases in VAT.**

If the rate of VAT changes between your order date and the date we supply the product, we adjust the rate of VAT that you pay, unless you have already paid in full before the change in the rate of VAT takes effect.

**We're not responsible for delays outside our control.**

If our supply of your product is delayed by an event outside our control, we contact you as soon as possible to let you know and do what we can to reduce the delay. As long as we do this, we won't compensate you for the delay, but if the delay is likely to be substantial you can contact our Customer Service Team: support@edutechstore.zone / 0203 393 8735 to end the contract and receive a refund for any products you have paid for, but not received.

**Products can vary slightly from their pictures.**

A product's true colour may not exactly match that shown on your computer, tablet or phone when viewing our website or the product's packaging may be slightly different.

**Cancelling an order before delivery occurs**

You may cancel your order for any reason for a full refund at any time up to (but not including) the point of delivery. If you decide to cancel an order that has not yet been delivered, please call, or email our support desk on support@edutechstore.zone / 0203 393 8735 and let us know you would like a refund or exchange.

**Delivery of products to the school (or other educational establishment)**

Where the order so specifies, delivery of the product will be to the school or other educational establishment ("School") stated in the order for the product. You agree that the school may accept delivery and take possession of the product on your behalf.

We recommend that you ask the school to inspect the product on your behalf when it is delivered.

Following delivery to the school, it is the school's responsibility to:

- (a) look after the product and keep it safe.
- (b) carry out any the setup of the product for use with the school's particular computer network, systems, procedures, and policies.
- (c) pass the product to you or the student for whom you have purchased the product.

**You have a legal right to change your mind.**

**You have rights if there is something wrong with your product.**

If you think there is something wrong with your product, you must contact our Customer Service Team: support@edutechstore.zone / 0203 393 8735.

We honour our legal duty to provide you with products that are as described to you on our website and that meet all the requirements imposed by law.

### **We can change products and these terms.**

**Changes we can always make.** We can always change a product:

- to reflect changes in relevant laws and regulatory requirements.
- to make minor technical adjustments and improvements. These are changes that don't adversely affect your use of the product.

### **We can suspend supply (and you have rights if we do)**

**We can suspend the supply of a product.** We do this to:

- deal with technical problems or make minor technical changes.
- update the product to reflect changes in relevant laws and regulatory requirements; or
- make changes to the product (see [We can change products and these terms](#)).

**We let you know, may adjust the price, and may allow you to terminate.** We contact you in advance to tell you we're suspending supply unless the problem is urgent or an emergency. If we suspend supply, or tell you we're going to suspend supply, for more than 14 days you can contact our Customer Service Team: support@edutechstore.zone / 0203 393 8735 to end the contract and we'll refund any sums you've paid in advance for products you won't receive.

### **We can withdraw products.**

We can stop providing a product, if it becomes illegal to supply it or for health or safety reasons. We will let you know as soon as reasonably practicable, and we refund any sums you've paid in advance for products which won't be provided.

### **We can end our contract with you.**

We can end our contract with you for a product and claim any compensation due to us if:

- you don't make any payment to us when it's due and you still don't make payment within 14 days of our reminding you that payment is due.
- you don't, within a reasonable time, either allow us to deliver the product to you or the school then (unless the product is made to your specifications or is clearly personalised) we treat your order as cancelled and refund the purchase price,

### **We don't compensate you for all losses caused by us or our products.**

We're responsible for losses you suffer caused by us breaking this contract unless the loss is:

- **Unexpected.** It was not obvious that it would happen and nothing you said to us before we accepted your order meant we should have expected it (so, in the law, the loss was unforeseeable).

- **Caused by a delaying event outside our control.** As long as we have taken the steps set out in the section **We're not responsible for delays outside our control**.
- **Avoidable.** Something you could have avoided by taking reasonable action, including following our reasonable instructions for use.
- **A business loss.** It relates to your use of a product for the purposes of your trade, business, craft, or profession.

**We use your personal data as set out in our Privacy Notice**

How we use any personal data you give us is set out in our Privacy Policy available on the bottom of the page on the school store.

**Other important terms apply to our contract.**

**Courts and law.** These terms are governed by English law and wherever you live you can bring claims against us in the English courts. If you live in Wales, Scotland, or Northern Ireland, you can also bring claims against us in the courts of the country you live in. We can claim against you in the courts of the country you live in.

**Nobody else has any rights under this contract.** This contract is between you and us. Nobody else can enforce it and neither of us will need to ask anybody else to agree to ending or changing it.

**If a court invalidates some of this contract, the rest of it will still apply.** If a court or other authority decides that some of these terms are unlawful, the rest will continue to apply.

**Even if we delay in enforcing this contract, we can still enforce it later.** We might not immediately chase you for not doing something (like paying) or for doing something you're not allowed to, but that doesn't mean we can't do it later.