

ASDAN's Purchasing Procedures – books and other materials

1. Delivery

1.1 Unless otherwise agreed in writing, all books and other materials will be delivered in one instalment to the Centre's registered address. The Centre is responsible for any errors made by it in the course of ordering books and materials.

1.2 When selecting a different address for a delivery, the Centre is responsible for being available to sign for the parcel. If the parcel cannot be successfully delivered, it will be returned to ASDAN and the costs of return and costs of redelivery will be charged to the Centre.

1.3 Deliveries will not be made during standard school holiday periods unless ASDAN has been specifically notified at the time of placing the order that the Centre will be open to accept deliveries.

1.4 Any parcels that cannot be delivered will be returned to ASDAN and the Centre will be charged with the costs of return and costs of redelivery.

1.5 Queries relating to incorrect deliveries must be raised with the Publications department within 30 days of receipt of delivery.

2. Order errors and return

2.1 ASDAN has a 30-day returns guarantee. If any of the products fall below the high standards expected, or have been incorrectly ordered, they can be returned, providing they are returned in their original condition within 30 days of the date of the invoice, with any seals or shrink-wrapping intact. ASDAN will issue a credit note for the price paid for the item less a 10% handling fee unless the item is faulty.

2.2 Items that are sealed are non-refundable once opened. If the item is faulty a replacement will be sent.

2.3 Please note that ASDAN reserves the right to refuse items that have been returned after 30 days.

2.4 If ASDAN has sent an item not ordered, Centres must inform ASDAN promptly. ASDAN will arrange for the correct item to be sent and the incorrect item to be collected.

3. Digital products

3.1 Unless otherwise agreed in writing, all digital products will be made available via asdan.org.uk/member/digital-downloads.

3.2 Payment is required before download. The Member is responsible for any errors made by it in the course of ordering digital products.

3.3 ASDAN will not issue refunds for digital products. In purchasing and accessing a digital product, the Member is waiving their right to a refund.