

Terms & Conditions

UNIVERSITY OF LEEDS ON-LINE STORE

TERMS & CONDITIONS

1. Applicable terms and conditions

1.1. Subject to 1.2 the University of Leeds will sell products (goods and services) from its on-line store subject to the following terms and conditions. You will be deemed to be bound by these terms and conditions. Please read them carefully. Any queries should be directed to store@leeds.ac.uk.

1.2. These terms and conditions will not apply if under the Conference Description or product Detailed Description headings contained on item pages other terms and conditions are stated as applicable. If other terms and conditions are stated as applicable you will be deemed to be bound by these terms and conditions.

1.3. For the purposes of these terms and conditions the item page shall be the page containing the detailed information on a singular product, conference or event.

2. Price and description of products

2.1. The description of products to be sold will be in accordance with the written description provided on the item page.

2.2. The price you will pay will be that displayed on the item page. Prices are deemed to be inclusive of all taxes.

2.3. The University reserves the right to change both product description and price from time to time.

2.4. Where an acknowledgement of order by email has been sent to you the University will be bound by the price or description provided. The University will not be bound where there is an obvious mistake as to prices or description.

3. Order process

3.1. To place your order you will need to follow the process provided by the on-line store. Your order if accepted will be confirmed by a University email acknowledgement. If you have received an email acknowledgement the University will be deemed to have accepted your order and a binding agreement will only then exist between the two parties. Until you receive this acknowledgement neither party is committed.

4. Availability

4.1. If you have placed an order that has been acknowledged by the University's email then the University will endeavour to achieve estimated delivery dates. If the product for your order becomes unavailable the University may still cancel the order within 7 days of its acknowledgement. The University will inform you of any such cancellation.

5. Payment

5.1. Payment must be made following the processes provided by the item page.

6. Delivery

6.1. Unless alternative arrangements apply as stated under the Conference Description or product Detailed Description headings contained on the item page the University will (a) endeavour to deliver products within 5 University working days (Monday to Friday excluding University closed days) of the email acknowledgement and (b) goods will be sent to you by first class post. University closed days are set out in the Almanac available at <http://www.leeds.ac.uk/calendar/almanac.htm>

6.2. In relation to services the University will endeavour to deliver in accordance with the timescales stated under the Conference Description or product Detailed Description headings contained on the item page.

7. Cancellation

7.1. You have the right to cancel your order for products within the following time frame:

7.2. In the case of goods - up to 7 working days from the day after the delivery of the goods to you.

7.3. In the case of services - up to 7 working days from the date of the acknowledgement by email of your order.

7.4. You may not cancel your order if you will commence use of services within the 7 day cancellation period. You may not for example cancel your booking for an event that is to take place within the next 7 days.

7.5. In order to exercise your right of cancellation you must within the 7 days inform us of your intention to cancel your order by using the following email address store@leeds.ac.uk. Within your cancellation you must quote any order number and full description of products that you had ordered.

7.6. In order to exercise your right of cancellation all goods must be returned to the University in the same condition as sold to you. Goods must be returned within 1 week of your cancellation. Goods are to be returned at your own expense. You are required to use registered post .

7.7. Subject to you giving the appropriate cancellation notice and returning the goods to the University in a proper state within the period mentioned above, the University will issue a refund to you within 30 days of receiving your cancellation notice and the return of any goods. The refund amount will not include the cost of delivery or other services provided to you in connection with your purchase.

8. Use of the on-line store website

8.1. The University does not give any warranties that the operation of this website will continue uninterrupted and without any defects.

8.2. You must use the website responsibly and in accordance with the University's conditions of use (see http://campus.leeds.ac.uk/isms/policies/use/Use_of_Computer_Systems_Policy.pdf).

9. Events beyond our control

9.1. The University will not be held liable for any event beyond its reasonable control. This condition does not affect your statutory rights.

10. Intellectual property rights

- 10.1. The on-line store website remains the property of the University of Leeds.
- 10.2. The name the University of Leeds and its logo are registered trademarks of the University of Leeds.

11. Your account

- 11.1. You will choose a password that will allow your order to be processed. Please do not share this password with anyone else.
- 11.2. We will only retain credit card/debit card details for the duration of completing individual transactions including any refunds due.
- 11.3 It is your responsibility to ensure that all information you provide relating to your order and payment details is accurate and up to date.

12. Data protection

- 12.1. The information you provide will be used by the University to process the sale of products to you that you have ordered.
- 12.2. If making payment by credit/debit card the University is using a secure third party provider to process your payment.
- 12.3. Unless you have consented the University will not share your personal details with other third parties.
- 12.4. If you have any concerns relating to the way your information is being used please email store@leeds.ac.uk.

13. Third party links

- 13.1. On web pages relating to the products there may be third party links. The University does not accept any liability in relation to those links.

14. Complaints

- 14.1. If you have any concerns relating to the sale of products or these terms and conditions please contact store@leeds.ac.uk.

15. General

- 15.1. The University of Leeds address is Leeds, LS2 9JT.
- 15.2. This Agreement contains the entire understanding of the parties relating to the supply of University products.
- 15.3. If the University temporarily does not enforce its rights under this Agreement it reserves the right to enforce those rights at a later date.
- 15.4. This Agreement remain subject to English law and the exclusive jurisdiction of the English Courts.