
Product Purchasing – Terms and Conditions

The Company

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CHILDWISE is a trading name of CHILDWISE Research Limited, registered in England, company number 04285610

Product Descriptions

CHILDWISE make every effort to ensure that the content of reports and other products are described as accurately as possible on the **CHILDWISE** website, but we accept no liability for claims arising as a result of any inaccuracy.

Purchasing Products

Products can be ordered:

- Over the Internet by credit/debit card using the Buy Now buttons on our website
- By email – to orders@childwise.co.uk
- By telephone – call 01603 630054

Products can be paid for by:

- Credit/Debit card – using the Buy Now buttons on our website
- Cheque or BACS transfer – by requesting an invoice (7 day term) by email, phone or fax

Pricing

All prices shown on the **CHILDWISE** website are set in pounds sterling (£), and shown inclusive of VAT. Prices are subject to change without notice.

VAT

Products purchased by customers within the UK, and EC Member States will be subject to VAT at the prevailing rate. Customers outside the UK and EC Member States will not be charged VAT.

Returns / Refunds Policy

Due to the nature of the products being sold, **CHILDWISE** cannot grant refunds or accept return of products once they have been dispatched. In the case of damaged goods, refunds are at **CHILDWISE**'s discretion.

Electronic Delivery

Once purchased, a PDF (Portable Document Format) copy of your product(s) will be sent by email, usually within 12 hours, but often within the hour. If your order is urgent, please call to ensure prompt delivery. If you are outside the UK please remember the time difference and UK business hours (9.00am – 5.30pm).

Hard Copy Delivery

Once purchased, and if applicable, a hard copy of your product(s) will be dispatched by Royal Mail 1st class post. Hard copy delivery is available within the UK only.

Individual Use License

Products on the **CHILDWISE** website are purchased for individual use, and as such we expect users to treat the electronic copy of the product in a comparable way to their treatment of a hardcopy of the product.

You may:

- Save a copy of the product to the hard disk of your individual company computer
- Make one print out of the complete product for individual and departmental use only
- Print out a reasonable number of pages for individual and departmental use only
- Include information from the product in presentations and internal documents, or reproduce reasonable extracts from the product, provided these are fully attributed to **CHILDWISE** and the product itself

You must not:

- Publish the product, or any parts thereof, on your company intranet, website or any other electronic publishing medium
- Send the product, or any parts thereof, in any form to someone who is not in your immediate department
- Store the product on the hard disk of any computer that can be accessed by anyone not in your immediate department
- Print out or photocopy more than one complete copy of the product

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