



Terms and Conditions

1. [Who we are](#)
2. [Privacy policy & Cookies](#)
 - 2.1 Personal information
 - 2.2 Cookies
3. [Products](#)
 - 3.1 Product types
 - 3.2 Physical inspection copies
 - 3.3 Digital inspection copies
4. [Digital Library – Terms of Use](#)
 - 4.1 Trials
 - 4.2 Software requirements
 - 4.3 Subscriptions
 - 4.4 Copyright
 - 4.5 Cancellations
 - 4.6 Expiry and Renewal
5. [Cancellations and Refunds](#)
 - 5.1 Cancellations
 - 5.2 Damaged Goods
6. [Conclusion](#)

1. Who we are

elmwoodeducation.co.uk is a site operated by Elmwood Education Ltd. We are registered in the United Kingdom under company number 8641895 and with our registered office and main trading address at Unit 5, Mallow Park, Watchmead, Welwyn Garden City AL7 1GX.

Our Vat number is 169 8548 44

2. Privacy Policy & Cookies

2.1 Personal Information is collected about you such as your name, address, email and contact number when you place an order for products or services. Your personal data will only be used to provide the information, goods and services offered through our website to you, for billing and order fulfilment. We do not share any information with any third parties and all information collected is securely stored and encrypted.

2.2 Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

Please view our full Privacy Policy for more information on data handling and cookies [here](#).

We are registered with the *Information Commissioners Office* under registration number A8243137.

3. Products

3.1 Product types. Elmwood Education Ltd is a supplier of Mathematical Resources and Textbooks.

Printed media of published works are supplied in textbook or workbook format depending on the product.

Digital resources are supplied either through download direct from our website, shipped on CD or with a licence agreement for access to view products via our Digital Library platform. Information on the *Terms of Use* for our Digital Library can be found under *section 4* of this document.

3.2 Physical Inspection Copies. Products may be supplied on an inspection basis. Printed publications will be supplied with an invoice noting which items are being supplied on inspection basis.

Inspection Copies can be kept for 30 days. At the end of this period the items can either be purchased by payment of the invoice or returned to our warehouse. We do not cover the carriage cost associated with the return of the items. In a case where a subsequent order of 20 or items is placed within the inspection period, inspection copies can be kept free of charge. A maximum of 6 items can be supplied on inspection; excludes answer booklets and material provided on CDs.

3.3 Digital Inspection Copies are supplied either through a URL link via email or via a temporary account created on our Digital Library Platform. Availability to view the digital inspection copies expires automatically after 30 days.

4. Digital Library – Terms of Use

4.1 Trials of the Digital Library can be requested via this website or by contacting our office. Limited to one 30-day trial per school or individual. Log-in details cannot be shared outside of the organisation.

4.2 Software requirements for accessing the Digital Library. A web browser with permissions to load iframes, includes most modern browsers such as Edge, Chrome & Firefox etc. The platform is supplied via a web browser so can be accessed via computer, tablet or smart phone.

4.3 Subscriptions to the Digital Library are purchased in Key Stage *bundles* via this website. Licences for individual products can be purchased by contacting our office. Subscriptions are provided for 12 months.

4.4 Copyright. The publications provided by our Digital Library are covered by copyright laws. Printing the publications from the Digital Library is not permitted. No part of the publications may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without permission in writing from the publisher or under licence from the Copyright Licensing Agency, Saffron House, 6 –10 Kirby Street, London EC1N 8TS.

4.4 Cancellations. You can cancel your subscription at any time. We do not supply refunds on content provided digitally where access to the system has been used. We supply a free 30-day trial for the system which can be used to check the quality and content before purchasing. If you believe there has been an error to the order, please contact the office within 14 days of activation.

4.5 Expiry and Renewal. Subscriptions do not automatically renew. You will be notified 30 days before the end of your subscription via email, and again 7 days before the expiry date. To renew your subscription please contact our office. We will supply an invoice for each renewal request.

5. Cancellations and Refunds.

5.1 Cancellations. Orders can be cancelled within 14 days of receipt of the item. To cancel an order please email your order cancellation request to support@elmwoodeducation.co.uk or call our office on 01707 333 232.

Once the order cancellation has been confirmed you must return the items within 14 days to our warehouse; Elmwood Education Ltd, Unit 5 Mallow Park, Watchmead, Welwyn Garden City AL7 1GX.

We do not cover the cost of any return postage or shipping charges. The items must be returned in unused condition. A full refund will be supplied upon receipt and inspection of the returned goods. This does not apply to resources supplied via our Digital Library.

5.2 Damaged Goods. Please contact us within 14 days of receipt of the order if all or any of the order looks to be damaged or incorrect. We may offer to collect and replace the order in part or in full or offer a refund against damaged items. Evidence of damage may be requested.

We may refuse to refund any products that are returned in a used condition or where the CD security seal has been broken.

6. Conclusion

These terms are governed by English law. Any contract for the purchase of goods from this site and any dispute or claim arising out of or in connection with any such contract will be governed by English law. You and we both agree that the courts of England and Wales will have non-exclusive jurisdiction. However, if you are a resident in Northern Ireland you may also bring proceedings in Northern Ireland, and if you are a resident in Scotland you may also bring proceedings in Scotland.