

CURRICULUM INNOVATION SERVICE

SALES CANCELLATION POLICY

You have the right to cancel within 14 days without giving any reason. The cancellation period will expire after 14 days from the day you receive the last item on that specific order.

To exercise this right to cancel, you must inform us of your decision to cancel by a clear statement e.g. a letter sent by post or an email (The Innovation Centre Bradford, Bradford Digital Exchange 34, Peckover Street, Little Germany, Bradford, BD1 5BD Tel: 01274 434818 Email: techsupport@theinnovationcentres.com).

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

If you cancel, we will reimburse to you all payments received from you, including the cost of the delivery (except for supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us).

We may make a deduction from the reimbursement for the loss in value of any goods supplied, if the loss is the result of unnecessary handling by you.

We will make the reimbursement without undue delay, and not later than –

- a) 14 days after the day we receive back from you any goods supplied, or
- b) (if earlier) 14 days after the day you provide evidence that you have returned the goods, or
- c) If there were no goods supplied, 14 days after the day on which we are informed about your decision to cancel.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as result of the reimbursement. We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is earliest.

You will send back the goods or hand them over to us, without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation to us. The deadline is met if you send the goods before the period of 14 days has expired. You will have to bear the direct cost of returning the goods. You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.