### Terms and conditions (includes returns and cancellations)

## General

These terms and conditions refer to the good and services provided by the Labour Research Department (Company number 11429402) and LRD Publications Ltd (Company number 00506040). They apply to all purchasers of goods and services provided by the LRD and LRD Publications Ltd. This includes individuals and those acting on behalf of trade union and other organisations.

By using the LRD Websites, to purchase goods and services, to access material and for all other purposes purchasers, users and visitors are signifying their acceptance of these terms and conditions. The Labour Research Department (LRD) reserves the right to change these terms and conditions at any time and continued usage of the LRD Websites constitutes acceptance of the current terms and conditions.

# Purchases, prices and availability

We try to ensure that the publications and services advertised on the LRD Websites are available to supply. However, this is not guaranteed and, where the requested publication is not available, we will contact you and offer you either an acceptable replacement or refund the purchase price. Please be aware that the colours represented on this website may vary slightly from the publications themselves.

Prices quoted on the LRD Websites are correct at the time of publishing. We reserve the right to vary these prices from time to time.

Despite our best efforts, it is possible that from time to time a small number of the products on sale may be mispriced. However, we do verify prices as part of our dispatch procedures. If a product's correct price is lower than our stated price, we charge the lower amount and send you the product. If a product's correct price is higher than our stated price, we will, at our discretion, either contact you for instructions before dispatch or cancel your order and notify you of such cancellation.

We cannot guarantee uninterrupted access to LRD Websites, or the sites to which they link. We accept no responsibility for any damages arising from the loss of use of this information.

#### Payment

Payment must be made in £ sterling and is via the secure site at Worldpay. We accept MasterCard Visa and American Express credit and debit cards. Your payment details are processed through a third-party secure server payment gateway provided by WorldPay. Your credit card details will only be retained by WorldPay and its acquiring bank.

### Despatch

We estimate that products will be dispatched within 48 hours of your placing an order. However, this is not guaranteed and should not be relied upon as such.

#### **Delivery charges**

Delivery charges, irrespective of the number of items, are as follows:

- UK free
- Europe £2.50
- Rest of the world Zone A £6.00
- Rest of the world Zone B £7.00

#### **Customs or import duties**

Packages delivered outside the UK may incur customs or import taxes. LRD have no control over customs or import charges incurred when the package reaches your country. The order recipient is liable for all such charges and we cannot refund customers who do not receive shipments because these costs have been declined. We recommend that you contact your local customs or import office for further information on what these charges may be before placing your order.

#### Returns

The Labour Research Department is happy to exchange or refund publications, such as booklets, bought on line.

You must tell us with 14 days of receipt that you wish to return the publication and return it in perfect condition with proof of purchase no later than 14 days after that. We will then refund the full amount paid. You are must bear the postage costs unless the publication is faulty or damaged, or we have sent you the wrong publication. If you wish to return publications please <u>contact us</u>.

Your right to an exchange of faulty or damaged items has a return period greater than 28 days, in accordance with your statutory rights.

#### Cancellations of subscriptions and affiliation

Subscriptions and affiliations are for 12 months starting from the month in which they were first taken out. You will be sent a request to renew your subscription / affiliation towards the end of the 12 months (normally after 10). If do not renew your subscription / affiliation at that time we will

cease to send you the publications covered by your subscription / affiliation and there will be no further obligation on either side.

You can cancel your subscription /affiliation within 14 days of payment or receipt of the first publication, whichever is later. You must return the publications you have received in perfect condition with proof of purchase no later than 14 days after that. You are must bear the postage costs unless the publication is faulty or damaged, or we have sent you the wrong publication. We will then refund the full amount paid. This does NOT apply to electronic services, such as LRD Publications Online, if the service has been used, or to affiliation if you have already made use of the enquiry service. If you wish to cancel your subscription / affiliation please <u>contact us</u>.

Cancellations, other than for electronic services, are possible after the expiry of this 14 day period. You must <u>contact us</u> to say that you will to cancel your subscription / affiliation and we will then refund you the unexpired full months of your subscription /affiliation less an administrative charge of £25. This does not apply to affiliation if you have already made use of the enquiry service.

## **Copyright and passwords**

The entire content of the all LRD publications and the LRD Websites remains the property of the LRD and is copyrighted with all rights reserved. Reproduction or incorporation of any part in any other work or publication whether on paper or electronic media or any other form, without permission is expressly prohibited. Those wishing to reproduce material should <u>contact us</u> setting out what they wish to do.

If your subscription gives you access to password-protected material on the LRD Websites and you have been given a password to allow you to do so, you should keep this password safe and only disclose it to those who are authorised to access this material.

#### Accuracy and purpose

The materials and information in LRD publications and on the LRD Website are provided for reference purposes only. They are not intended to provide legal or other advice regarding any particular set of circumstances or any specific case or matter, or as a substitute for legal advice. LRD does not provide legal advice and anyone in need of legal advice is encouraged to contact their trade union, Citizens Advice or other legal advisor. Use of the information provided is subject to our terms and conditions.

LRD makes every reasonable effort to make sure the information we provide is accurate and up to date at the time of posting or publication, but we make no legal promise as to its accuracy. Please <u>contact us</u> using the contact details on the website if you notice something that you do not think is accurate, so that we can take steps to check and if necessary correct it.

## Data protection and privacy

We recognise the importance of protecting personal data. We have therefore published a separate <u>privacy statement</u>.

## Disputes

Dispute arising out of the use of LRD publications and services, as well as LRD Websites, will be resolved in the courts of England and Wales.