

Terms & Conditions

The goods are offered for sale by UCAS, Rosehill, New Barn Lane, Cheltenham GL52 3LZ and your contractual relationship will be with UCAS. The Linney Group will fulfil your order on behalf of UCAS.

Delivery

Linney Group will normally aim to despatch your selected goods within 1-2 working days to the delivery address which you supply. Linney Group will inform you by email if your order cannot be fulfilled or if delivery is delayed. Please allow up to 4 days for delivery.

Please note that a signature will be required upon delivery within the UK and where DHL is used for international orders.

Delivery will be made Monday-Friday between 8.30am and 5.30pm.

If you are unlikely to be available to sign for the order, please provide an alternative address where this will be possible. E.g. a work address.

Cancellation & returns

You may only return products which are faulty or that have been damaged during transit. Please call Linney Group on 0844 894 0013 within 7 working days of receipt of the goods to report the fault or damage and request a replacement or refund. All calls will be charged based on location. UCAS will arrange for the collection or disposal of your goods. UCAS will meet the costs of returning the faulty item(s).

All of our products come with a 28 day return opportunity. Please inspect all goods when you receive them and contact us immediately if the goods are faulty. We are happy to provide a refund or replacement if the goods are faulty, if they are returned within 28 days of receiving them. Returned goods must be in their original packaging. Please send the goods to us via a delivery method that requires a signature on arrival, as we cannot be responsible for goods that fail to reach us. We cannot refund or exchange used or customer damaged items. This does not affect your statutory rights. Your rights to return goods are protected under the EU Distance Selling Directive which can be found at <http://www.hms.o.gov.uk/si/si2000/20002334.htm>

About us

If you have any suggestions or comments about our services, please call 0844 894 0013 or email ucaspublications@linney.com

You can also write to us at UCAS publications, Rosehill, New Barn Lane, Cheltenham, GL52 3LZ United Kingdom.

Company number 2839815

Registered charity number 1024741 (this number relates to England and Wales only)

VAT registration number GB 618 2306 57

Registered charity number SC038598 (this number relates to Scotland only).

Making a purchase

You may order by using a credit or debit card. Payments will be accepted by W&J Linney Limited ("Linney") (UCAS service provider) for and on behalf of (and as agent for) UCAS who your contract is with. Linney accepts Mastercard, Visa Credit, Switch, Solo, Visa Electron and American Express. All prices are in pounds sterling (£) for UK, Northern Ireland, Channel Islands, Isle of Man or Republic of Ireland. Linney Group will take the payment for your order at the time of placing the order with them. Any orders that cannot be fulfilled will be despatched as soon as stock becomes available. Should you require any assistance you can call Linney on 0844 894 0013. All calls will be charged based on location.

Shipping and handling

If your order contains both items that are in stock and items that are not yet in stock; your whole order will be held until all items are in stock. To avoid this, please place separate orders for items in stock and separate orders for pre-ordering items that are not yet in stock.

Tax charges

For orders made from the UK or the European Union, VAT, where applicable, is added at the appropriate rate.

Guarantee

We will always strive to ensure your satisfaction. All of our products come with a 28 day return opportunity. Please inspect all goods when you receive them and contact us immediately if the goods are faulty on 0844 894 0013.

Privacy Policy

UCAS does not disclose buyers' information to third parties other than the agents who pack and despatch the order on our behalf. When this occurs, they will not disclose any of the details to any other party.

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