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All concepts, ideas, comments, manuscripts, illustrations, and all other materials disclosed or offered to Smale Consulting Ltd on or in connection with this site are submitted without any restrictions or expectation of confidentiality. Smale Consulting shall have no financial or other obligations to you when you submit such information, nor shall you assert any proprietary or moral right of any kind with respect to such submissions. Smale Consulting Ltd shall have the right to use, publish, reproduce, transmit, download, upload, post, display or otherwise distribute your submissions in any manner without notice or compensation to you.

8. Export controls

Your use of the SMALE site will comply with all applicable laws, rules and regulations that govern the export of technical data.

9. Choice of law and jurisdiction

This SMALE site is operated from our offices in the United Kingdom. This Agreement shall be governed by and construed in accordance with English Law, without reference to any conflict of law principles.

10. International use

SMALE makes no promise that materials on the site are appropriate or available for use in locations outside the United Kingdom, and accessing the site from territories where its contents are illegal is prohibited.

11. Limitation of liability

IN NO EVENT SHALL SMALE CONSULTING LTD OR ITS EMPLOYEES, AGENTS, LICENSORS OR CONTRACTORS BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR MULTIPLE DAMAGES OF ANY KIND.

12. Limitation of claims

Any action on any claim against Smale Consulting Ltd must be brought by the user within one (1) year following the date the claim first accrued, or shall be deemed waived.

13. Pricing and availability

All prices quoted may be subject to change without prior notice and all orders are placed subject to approval by Smale Consulting Ltd. Pricing, currency of billing and availability of products may vary depending on the delivery or billing location.

14. Entire agreement

This is the entire agreement between the parties and may not be modified except in writing signed by both parties.

Our company details and address:

Smale Consulting Ltd 46 New Park Street Devizes SN10 1DT United Kingdom

Phone +44 1380 721741 Fax +44 1380 721307

Vat. Reg No. 794 2385 92

Company Registration Number: 4540145

15. Password and security – course delegates and nominated guests only

If you are nominated to use the restricted area of the SMALE site, you will be given a password (we reserve the right to change this at any time and notify you.) You must keep this password confidential and must not disclose it or share it with anyone. You will be responsible for all activities that occur under your password. If you know or suspect that someone else knows your password you should notify us to change your password immediately.

Privacy Policy

We take your privacy seriously. This Privacy Policy explains what we do with data relating to you. If you have any questions about this or about personal information that we may hold about you please contact us by e-mail at smaleconsulting@btconnect.com

Information about your visits to our sites

We automatically gather information about your visits to our sites. This includes demographic data and browsing patterns, but it is only collected in aggregate form - no individual user is identified. This is used to build up marketing profiles, to aid strategic development, to manage our relationship with advertisers and to audit usage of the site.

We may use "cookies" to identify you and to build up a demographic profile. A cookie is a small collection of data sent by a web server to a web browser, which lets the server to collect information back from the browser. Our use of cookies also may allow registered users to be presented with a personalised version of the site.

Use of Personal Information

We also collect personal information from you through enquiry and registration forms and every time you e-mail us your details or log on using your user name and password. We may use this to personalise aspects of our services, to carry out market research surveys, to run competitions and to provide you with updates about developments on the sites and information about the products and services we offer.

If you do not wish to receive information about our products or services, or the products or services offered jointly with or on behalf of other organisations, please tick the appropriate box on the registration form or e-mail us at info@smaleconsulting.co.uk

We do not send random marketing emails to personal email addresses (spam).

Disclosures

We will not disclose any information we keep about you to any third parties, except for other any suppliers we engage to provide services, which involve processing data on our behalf.

Cancellations, returns and refunds

We want you to be happy every time you shop with us. There may be occasions where you may want to return items to us:

- If you have received an incorrect order
- If your order has been damaged in the post

Returning an item

1. Complete our returns form including full details of the reason for return. A link to this form can be found at the bottom of this page
2. Wrap the item in its original packaging or packaging to ensure the item reaches us in a resalable condition
3. Please include all original documentation as this will include details we need to process the return such as order number. In the case of an incorrect order please include details of the original goods required if these are not the ones stated on the delivery note.

Send the package with the completed returns form to:

SMALE Consulting Ltd., 46 New Park Street, Devizes SN10 1DT

4. We will inform you by email or telephone when we have processed your refund

For your protection we recommend that you use a recorded-delivery service. If the product gets lost in the post and we do not receive it back we will not be able to refund you.

Postage and delivery refunds

If you are returning an item because of an error on our part or because it is defective, we will be happy to refund your costs in returning it to us. Where you are withdrawing from your purchase within the seven working days cooling-off period (see "Your statutory rights below"), you are required to pay any postage or delivery charges incurred in returning the goods to us. We will also add an administration charge of £5 where you are withdrawing from your purchase within this cooling-off period.

Please [click here](#) to download our returns form.

Your statutory rights

Cooling off period

Under 'The Consumer Protection (Distance Selling) Regulations 2000 (SI 2000 No. 2334)' you have the right to cancel the contract for the purchase of books within 7 working days of receipt. However, we regret that we cannot accept cancellations of contracts for the purchase of magazines and binders, unless it is an incorrect order or the products are damaged.

Delivery Charges

If you are paying by cheque, books will be despatched on receipt of payment. Unfortunately we are unable to issue an invoice for books without a purchase order number. Please make cheques payable to **SMALE Consulting Ltd.**

Delivery within the United Kingdom:

All orders are despatched as soon as possible after their receipt. It is our aim and standard practice to despatch orders within 14 days of receiving them. Normally, it will be much sooner than this.

Currently all single book orders are despatched by **Royal Mail 2nd Class Post**. Our appointed UK couriers despatch multiple book orders. We reserve the right to change the carrier used at our own discretion. In certain circumstances certain items will be shipped directly from our supplier by their appointed courier.

Postage & Packing:

UK & N. Ireland

Orders up to £9.99 – £3
Orders £10-£19.99 – £5
Orders £20-£199 – £7.50
Orders £200 and over – FREE

Please make UK cheques payable to **SMALE Consulting Ltd**

Overseas (non UK) Customers

We are a UK based company and we will make every effort to deliver goods to any destination around the world. Costs and delivery times will need to be discussed before goods are despatched and we will do all that we can to ensure you receive your order by a specified date. All items on our site are priced in Pounds Sterling and you will be billed in Pounds Sterling. This means that the amount that you actually pay will vary depending upon the exchange rate at the time that your transaction is processed, usually by the credit card company. If you require an estimate of the cost of goods in your local currency please email customer support at orders@smaleconsulting.co.uk

SMALE Consulting Ltd. Returns Form

Total number of returns

Name:	
Order reference number:	
Your address:	
Contact telephone:	
Contact email address:	
Date:	

Return codes:

1. Damaged/imperfect copy
2. Extra product delivered in error
3. Unwanted
4. Incorrect product delivered

Product name	ISBN (books)	Return code	Reason for return

1. Complete this form including full details of the reason for return
2. Wrap the item in its original packaging. In the event of an incorrect order or unwanted goods, the item must reach us in resalable condition in order for us to replace or refund
3. If you are using more than one parcel for the goods, please include a separate returns form in each and number the forms in the space provided e.g. 1 of 2
4. Please include all original documentation as this will include details we need to process the return such as order number. In the case of an incorrect order please include details of the original goods required if these are not the ones stated on the delivery note.
5. Send the package with the completed returns form to:

SMALE Consulting Ltd, 46 New Park Street, Devizes SN10 1DT

6. We will inform you by email or telephone when we have processed your refund

For your protection we recommend that you use a recorded-delivery service. If the product gets lost in the post and we do not receive it back we will not be able to refund you.