

Tom Peters Company Ltd (TPC)
Conditions of Business for Provision of Workshop Materials

Tom Peters Company wants our clients to be delighted with the products and services that we provide.

Workshop Materials, such as participant workbooks, worksheets, assessments and other workshop support materials can be purchased. The order for these products must be placed in writing to Tom Peters Company.

The order becomes binding when TPC accepts the order in writing. Once accepted, TPC will also confirm the expected delivery date of the order. As a guide, we aim to provide workshop materials within 14 days of the receipt of payment.

The price of the materials requested will be quoted by TPC at the time of the order and will hold good for 30 days. An invoice to cover the cost of the materials and any shipping charges will then be sent to the client, and must be paid prior to the materials being shipped. This invoice may be paid by credit card using the RBS worldpay system.

Returns Policy: Workshop Materials

In the case of non-personalised materials, our 30-day returns guarantee means that if for any reason you are unhappy with your purchase, you can return it to us in its original condition within 30 days of the date you received the item, unopened (with any seals and shrink-wrap intact,) and we will issue a full refund for the price you paid for the item. This policy applies to books, workbooks, worksheets, card sets and other paper based materials. We can only accept the return of opened items if they are faulty.

The cost of shipping will also be refunded as follows:

- Where you are returning an item that was part of a larger order, we'll refund the per item

charge for delivery that you incurred.

- Where you are returning an entire order, we'll refund applicable per-item delivery charges and

the per-delivery charge that you incurred.

- We will refund only standard (Airmail) postage charges for items delivered outside the UK.

For your protection, we recommend that you use a recorded-delivery service if the value of the return is more than GB£50.

One receipt we'll process the returned item(s) TPC will notify you via e-mail of your refund. You can expect a refund in the same form of payment originally used for purchase within three weeks of our receiving your return.

For more information on your right to withdraw from your purchase within the seven working day cooling-off period, visit the Department of Trade and Industry's website at: <http://www.dti.gov.uk/consumers/buying-selling/distance-selling/index.html>

Returns Policy Exception: Personalised Materials, PDF Downloads and Assessments

Personalised or customised workshop materials are non-returnable and the cost non refundable, unless faulty.

PDF downloads cannot be refunded after purchase. If you are experiencing an issue with an PDF download from Tom Peters Company, please contact us +44 1277 725875 or team@tompeters.com

In the same way, once an assessment product has been processed and issued, we are unable to refund the cost of the product even if, for example, candidates are unable to complete the survey.

Other statutory rights

For more information about your other statutory rights, please visit the Department of Trade and Industry's Consumer Gateway website at: <http://www.consumerdirect.gov.uk/>