Welcome to the University of Reading Online Store

THE UNIVERSITY OF READING, having its head office at Whiteknights House, PO Box 217, Whiteknights, Reading, RG6 6AH (the University), VAT Registration Number: GB 200 0126 59 shall supply the goods or services listed on the University store website: https://www.store.reading.ac.uk (the Site) on the following terms and conditions.

It is very much in your best interests to read these terms in order that you are fully aware of the conditions under which you purchase. Should you have any questions or concerns, please contact the University by email at ecommerce@reading.ac.uk telephone: +44 (0) 118 378 5453 or Fax: +44 (0) 118 378 6373.

By ordering any of the goods or services on this Site, you are deemed to have accepted and agree to be bound by these terms and conditions.

1. Application of terms

1.1 These terms and conditions apply to all online transactions made to the University of Reading through this online shop.

1.2 The University may change these terms from time to time without notice. Changes will apply to any subsequent transactions with the University of Reading.

1.3 These terms will be governed by and construed in accordance with English law.

1.4 Nothing in these Conditions excludes or limits the liability of the University for death or personal injury caused by the University's negligence, or for fraudulent misrepresentation. Subject to the preceding sentence, Condition 2.11 constitutes the entire financial liability of the University (including any liability for the acts or omissions of its employees, agents and sub-contractors) to the Buyer in respect of: (i) any breach of these Conditions; and (ii) any representation, statement or negligent act or omission, including negligence arising under or in connection with the contract.

The acknowledgement of the order and these Conditions together constitute the entire agreement between the parties relating to the contract.

1.5 Each right or remedy of the University under the contract is without prejudice to any other right or remedy of the University whether under the contract or not.

1.6 The contract will be governed by and construed in accordance with English Law. The English Courts will have exclusive jurisdiction to deal with any dispute which may arise out of or in connection with the contract.

2. Sale of Goods

2.1 In these Conditions, the Delivery Address means the address specified in the personal details you, the Buyer, have supplied.
2.2 The contract will be subject to these Conditions of Sale, to the exclusion of all other terms and conditions.

2.3 Any date specified by the University for delivery of the Goods is intended to be an estimate, and delivery will be within a reasonable time.

2.4 If for any reason the Buyer will not accept delivery of the Goods when the University notifies the Buyer that they are ready for delivery (the time of delivery), or the University is unable to deliver the Goods on time because the Buyer has not provided appropriate instructions:

i) risk in the Goods will pass to the Buyer

ii) the Goods will be deemed to have been delivered; and

iii) the University may store the Goods until delivery/collection, whereupon the Buyer will be liable for all related costs and expenses (including, without limitation, storage and insurance).

2.5 The Goods are at the risk of the Buyer from the time of delivery. Ownership of the Goods will not pass to the Buyer until the University has received cleared payment in full in respect of the Goods.

2.6 Unless otherwise agreed by the University in writing, the price for the Goods will be the price as displayed on the University Shop Web Site. That price is subject to the addition of all costs or charges in relation to postage, carriage and insurance, where applicable, and payment must be received in advance in all transactions.

2.7 The Buyer will make all payments due, in advance, under the contract of sale, without any deduction.

2.8 The University confirms that (subject to the other provisions of these Conditions) upon delivery the Goods will be of satisfactory quality within the meaning of the Sale of Goods Act 1979. The University will not be liable for a breach of this Condition unless:

i) the Buyer gives written notice of the defect to the University, and (if the defect is as a result of damage in transit) to the carrier, within fourteen (14) days after the time when the Buyer discovers or ought to have discovered the defect; and

ii) the University is given a reasonable opportunity after receiving the notice to examine the Goods, and the Buyer (if asked to do so by the University) returns the Goods to the University, at the Buyer's cost, for the examination to take place there.

2.9 The University will not be liable for a breach of Condition 2.8 if:

i) the Buyer makes any further use of the Goods after giving notice; or
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ii) the defect arises because the Buyer failed to follow the University's instructions as to the storage, installation, commissioning, use or maintenance of the Goods or (if there are none) good trade practice; or

iii) the Buyer alters or repairs the Goods without the consent of the University.

2.10 All warranties, conditions and other terms implied by statute or common law (save for the conditions implied by section 12 of the Sale of Goods Act 1979) are, to the fullest extent permitted by law, excluded from the contract.

2.11 Subject to Condition 2.10:

i) the University's total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation or otherwise arising in connection with the performance or contemplated performance of the contract will be limited to the price of the Goods; and

ii) the University will not be liable to the Buyer for loss of profit, loss of business or depletion of goodwill nor for any indirect or consequential liability, loss or damage which arises out of or in connection with the contract.

2.12 The University reserves the right to defer the date of delivery or to cancel the contract in the case of any strike, lockout, disorder, fire, explosion, accident or stoppage of or affecting the University's business or work which is beyond its reasonable control and which prevents or hinders the delivery of the Goods.

2.13 Cancellation. Please be aware that if you change your mind you have the right to cancel the online transaction within the applicable specified time limit, which is now fourteen (14) days from the day after receipt of the Goods. If you do wish to cancel you must inform the University in writing (by letter, fax or email). You can use this Cancellation Form but it is not mandatory. The Goods must be returned immediately to the University. Refunds will be made as soon as possible following cancellation, or within fourteen (14) days at the latest.

3. Sale of Services

3.1 Unless otherwise agreed by the University in writing, the price for the Services will be the price as displayed on the University Shop Web Site. That price is subject to the addition of all taxes costs or charges in relation to provision of the Services, where applicable, and payment must be received in advance in all transactions.

3.2 The Buyer will make all payments due, in advance, under the contract of sale, without any deduction.

3.3 Cancellation. Please be aware that if you change your mind you have the right to cancel the online transaction within the applicable specified time limit, which is now fourteen (14) days from the date of agreement to proceed with the transaction, or receipt of written confirmation, whichever is the later, except where the Services have
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already been provided. If you do wish to cancel you must inform the University in writing (by letter, fax or email). You can use this Cancellation Form but it is not mandatory. Refunds will be made as soon as possible following cancellation, or within fourteen (14) days at the latest.

4. Conferences and Events

4.1 Cancellation of a Conference or Event by the University.
The University of Reading reserves the right to cancel a Conference or Event or any associated event at its sole discretion. In the event of such a cancellation the University will refund the value of the booking or any ticket sold upon proof of purchase. The University expressly excludes any liability for any direct or indirect losses or damages howsoever arising as a result of such cancellation and will not, for example, be responsible for any travel or accommodation costs incurred. In the event of cancellation, the University will use reasonable endeavours to publicise the cancellation and details will be posted on the website associated with the Conference or event. Attendees are responsible for checking this information prior to the event.

4.2 Cancellation by you.
We will refund the value of the booking or any ticket sold upon proof of purchase when cancellation takes place at least one month before the conference. When cancelled less than one month but more than one week before the conference we will refund a percentage not less than 50% of the charge. No refunds will be given for cancellation less than one (1) week before the Conference or Event date or for non-attendance without notification, unless a refund is made entirely at the discretion of the University. Notice of cancellation must be sent by email to the email address, or confirmed by telephone to the number, specified by the University in the Conference / Event information advertised. You can use this Cancellation Form but it is not mandatory. Please also be aware that some conferences and events may have their own specific terms and conditions. If applicable, these will be communicated via the More Info tab within the product detail page and additional e-mails.

4.3 Cancellation of an event by the Alumni Relations and Development Office at Henley Business School.
The Alumni Relations and Development Office at Henley Business School reserves the right to cancel an event at its sole discretion. In the event of such a cancellation we will refund the value of the ticket sold upon proof of purchase. Any on-line booking fee charged by a third party cannot be refunded.

Henley Business School and the University of Reading excludes any liability for any direct or indirect losses or damages howsoever arising as a result of such cancellation and will not, for example, be responsible for any travel or accommodation costs incurred. In the event of cancellation, the Business School will use reasonable endeavours to alert those who have booked to attend an event or purchased tickets and details of any cancellation will be posted on the alumni website www.henley.ac.uk/alumni. Guests are responsible for checking this information prior to the event.

4.4 Cancellation by those booked to attend an event.
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Cancellation of attendance by individuals or groups must be given in writing and received by the Alumni Relations and Development Office team, via email at alumni@henley.ac.uk, telephone on +44 (0)1491 418 843 or via post to the following address: Alumni Relations Office, Henley Business School, Greenlands Campus, Henley-on-Thames, Oxfordshire, RG9 3AU at least 30 days prior to the event are entitled to receive a refund. Those who fail to attend or cancel their attendance within 30 days of the event, for whatever reason, will not receive a refund.

5. General website disclaimer

5.1 While the University of Reading has used reasonable endeavours to ensure that all information or data contained in this Site is correct, accurate and reliable, it expressly disclaims all, representations or warranties of any kind, express or implied, with respect to the Site or to the information, content, or services included in this Site including, without limitation, warranties of merchantability and fitness for a particular purpose, other than to the extent which the same shall be protected by law.

5.2 The University of Reading is not a Credit Broker.

5.3 The University of Reading uses all reasonable endeavours to ensure that the information contained within this website is kept up-to-date.

5.4 While the University will make reasonable endeavours to ensure that the on-line payment system is available and usable at all times, it does not guarantee continuous or uninterrupted access to the system.

5.5 The University of Reading has in place appropriate firewall and other anti-virus security measures but accepts no responsibility in relation to the security and protection from viruses of users, and to the furthest extent allowable at law, excludes all liability for a user's loss or corruption of data, arising as a result of a breach of security, corruption by virus or any other cause.

5.6 The University of Reading cannot ensure that the Site is compatible with every kind of browser or system, but it will try to help users should problems arise.