|  |  | | | |
| --- | --- | --- | --- | --- |
| Requestor’s name |  | | | |
| University department: |  | | | |
| Organiser’s name & Extension No. |  | | | |
|  |  | | | |
| Product name |  | | | |
| Is this product to be made publically available or ‘hidden’ if you only want to sell to a certain person/group of people? (If you choose hidden we will give you a URL you make available to people to access the product) |  | | | |
| Short Description  (This is what the customer will see instantly when they see the product ) |  | | | |
| Long Description  (what the customer will see when they click on [read more], so additional detail or URL’s) |  | | | |
| Selling Price of product (**inclusive of any VAT)** | £ | | | |
| Cost price of product | £ | | | |
| e-mail addresses to receive the sales notification  (we recommend a group account where possible to allow for holidays, illness, leavers…etc.) |  | | | |
| Amount in stock/places available per item |  | | | |
| Do you wish to be notified when this is running low on stock and if so at what level? (E.g. 10 remaining) |  | | | |
| Recipients e mail address for the above |  | | | |
| Display product from & to dates or N/A  (01/07/2013-03/07/2013) |  | | | |
| Maximum per person |  | | | |
| Maximum purchase at one time |  | | | |
| Are there any questions that you would like to ask via a Questionnaire? (E.g. opt **into** mailing list) |  | | | |
| What is the Project & account code for this product?  (the product cannot be set up without this) |  | | | |
| Is this product available for collection only, delivery or both? (Please circle/highlight) | {Collection only} {Delivery}  {collection & Delivery} {N/A} | | | |
| If the product is available for delivery you should contact Postal Services to get a quote for your item (make sure you include any packaging material) and tell you if the method of postage you will use is subject to VAT. Post room can be contacted at [postroom@reading.ac.uk](mailto:postroom@reading.ac.uk). You only need to fill in the rows below that you are wanting to post to. | | | | |
| UK Postage cost. Is the postage subject to VAT (please circle/highlight)? | £ | | | {VAT} {NO VAT} |
| European Postage cost. Is the postage subject to VAT (please circle/highlight)? | £ | | {VAT} {NO VAT} | |
| World Wide Postage cost. Is the postage subject to VAT (please circle/highlight)? | £ | | | {VAT} {NO VAT} |
| Do you require an image or images?  Images must not be smaller than 140 x 140 pixels & are best suited to the site if image is sent as a squared image.  If you select ‘No’ image we will insert the University logo as the image.  We can accept up to 5 images per product, so If you are sending more than one image please indicate on the email that this form is attached to the ranking of the images.  We accept JPEG, PNG GIF and BMP. | | {yes} {No} | | |
| Do you need to send out any additional information about this product via email? If so please enter the email wording here or attach to the email.  (please note a VAT receipt is sent out with every purchase as standard) | |  | | |
| The following below is to only be filled in by the VAT team within Finance | | | | |
| UK/EU VAT Treatment  (20% ST/ Exempt SX / Outside the scope SO / Zero rated SZ) |  | | | |
| VAT Charged Worldwide  (YES/NO) |  | | | |

Please allow 5 working days after this form has been acknowledged by [ecommerce@reading.ac.uk](mailto:ecommerce@reading.ac.uk) for the product to be set-up. We will do our best endeavours to replicate exactly what you request, but reserve the right to make amendments if deemed necessary, you will be informed of any changes.

**SELLER’S GUIDE – UNIVERSITY OF READING ONLINE STORE**

This guide is intended to help staff to understand what is expected of them if they wish to sell products, events or courses via the Online Store [www.store.reading.ac.uk](http://www.store.reading.ac.uk)

* You should be aware that a binding contract is formed between the UoR and the buyer once they have paid for the products/events/courses.
* You must make sure that all the information you provide is accurate and not misleading, and that any relevant restrictions have been included \*e.g. if you don’t want to deliver outside the UK.
* Products must be delivered by the date specified in the Product description, or within 30 days of receipt of the buyer’s order, unless you have specifically agreed a different delivery date with the buyer. You should notify the customer when the product has been shipped out.
* A buyer can cancel an order for products for any reason (even changing their minds) from the date they paid for the products up to the end of **14 days** after the day they received the products. This cancellation right is in addition to their statutory right to cancel if the products are faulty or not fit for purpose. If they cancel we are legally obliged to refund them. Note that there are some circumstances where buyers cannot cancel an order for products. See paragraph 7 of [T&C’s.](http://www.store.reading.ac.uk/help/?HelpID=4)
* You should be careful about cancelling events/courses. If something has happened that will affect your ability to provide the event/course (e.g. strike/unavailability of key speakers through illness), you can cancel if you make every effort to let buyers know, post details of the cancellation on the website, and refund any amounts paid for tickets or bookings. Follow these steps and you won’t need to refund ancillary costs such as travel or accommodation.
* Attendees can also cancel for no reason, within **14 days** of making the booking and will be entitled to receive a full refund. If they want to cancel after that and prior to the event/course, you can choose to partially refund them or provide no refund at all depending on the point at which cancellation is received. We have suggested an approach to this in paragraph 9.2 of the [T&C’s](http://www.store.reading.ac.uk/help/?HelpID=4). If you want to deviate from this and apply some discretion, just bear in mind that you should act reasonably.