

## Opening Times

The Award Scheme Ltd is open 8.00am to 4.00pm Monday to Friday, excluding Bank Holidays.

## Delivery Times

Orders are delivered via either Royal Mail 1st Class Post, Parcel Force or Business Link and normally arrive within 4 working days. Deliveries to addresses outside the UK may take longer, please contact us for further details.

## Shipping

The DofE Shop can only accept orders dispatched and invoiced to UK or BFPO addresses. If you require your order to be dispatched or invoiced to an address outside of this, please contact The Award Scheme Ltd on 0131 5535280 and we will be happy to help.

## Order Confirmation

Once your order has been submitted, please do not confirm the order by submitting it again either by the same, or a different method. Should the order details be submitted again, it is possible that your order will be dispatched and invoiced in duplicate. In this circumstance, P&P charges for delivery of the duplicate order, and for re-collection of the unwanted goods, will be payable by the customer in all cases.

## Cancellations

Under the United Kingdom's Distance Selling Regulations you have the right to cancel your order for any item purchased from The Award Scheme Ltd, for a full refund. Order cancellations must be made in writing, quoting your order number, within 7 days of delivery of your item(s), and can be sent by e-mail to [asl@dofe.org](mailto:asl@dofe.org) or by post to ASL, Unit 18/19 Stewartfield Industrial Estate, Off Newhaven Road, Edinburgh, EH6 5RQ. Once you have cancelled your order, the goods should be returned to the same address, in their original condition, within 14 days of receipt. The item is your responsibility until it reaches us. For your own protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods.

## Software User Licences

Due to the nature of the product, software user licences can not be refunded under any circumstances after an Activation Code has been issued. In order to purchase software user licences a valid e-mail address with at least 4 characters before the "@" must be provided for activation of the software or your order will be declined.

## Expedition Assessment Vouchers

Each Expedition Assessment Voucher represents payment for a request for assessment from the Expedition Assessor Network for one expedition team (not per person or per centre). An Expedition Assessment Voucher can only be used once. Expedition Assessment Vouchers can only be used to request an Assessment from the DofE's Expedition Assessment Network in a DofE Wild Country Areas – they not be used for assessments by an Independent Accredited Assessor or outside specified Wild Country Areas.

The purchase of an Expedition Assessment Voucher does not guarantee that the Expedition Assessor Network will be able to undertake the assessment, particularly at peak times. Green Forms submitted within the required notification period will be prioritised when allocating Expedition Assessors. If a Network is unable to undertake an assessment, the Expedition Assessment Voucher will be released to you for use on an alternative expedition and you will need to arrange an assessment directly with an Independent Accredited Assessor. If the Expedition Assessor Network is unable to accept your booking request, or cancels a booked assessment due to capacity or any issue they deem to risk Health & Safety, you may request a refund of the voucher fee. To do so, please ask the Assessor Network Co-ordinator to state the reason for decline or cancellation in an e-mail to you, and then forward to [ASL@DofE.org](mailto:ASL@DofE.org) with the voucher purchase details and the specific voucher codes to be refunded. A refund will be processed in the same manner in which original payment was made (i.e. credit account, credit or debit card, cheque) within five working days.

Your Expedition Assessment Voucher has an expiry limit of two years from the date of purchase. Expired vouchers are not transferrable or refundable.

If you need to cancel a booked expedition assessment and you have notified the Expedition Co-ordinator at least 48 hours prior to the scheduled start date, your Expedition Assessment Voucher will be released to you for use on an alternative expedition. If you need to cancel a booked assessment, please notify the Expedition Co-ordinator as early as possible so that the Network's resources may be re-allocated to another team. Expedition Assessment Vouchers will not be released if the scheduled expedition is cancelled part way through or with less than 48 hours notice, or if the Network withdraws the assessment after it has commenced.

### **Incomplete Deliveries**

If your delivery arrives with any items missing, please notify us within 14 days of receipt and we will gladly correct any omissions. Unfortunately, we are unable to correct omissions after this 14-day period.

### **Returns**

If your purchase is not as expected, simply return the item(s) to us in their original condition within 14 days of receipt. We will issue a full refund on receipt, or exchange the item for a different item of equal value if preferred. The item is your responsibility until it reaches us. For your own protection, we recommend that you send the parcel using a delivery service that insures you for the value of the goods.

### **Disclaimer**

Whilst prices and specifications have been checked to the best of our ability, and every effort has been made to make them accurate, no responsibility can be taken for errors or omissions. We reserve the right to alter prices and specifications without further notice. Every endeavour is also made to be accurate in colour representation, this however is subject to the vagaries of reproduction and the printing process; colours may vary slightly from the colour shown. All sizes stated are for guidance only and measurements may not be exact.

### **VAT**

All prices include VAT, except items marked with \* which are VAT exempt.

### **Merchant**

The Award Scheme Ltd. is a wholly owned subsidiary of The Duke of Edinburgh's Award, Registered Charity No.1072490, and in Scotland No: SC038254, and a Royal Charter Corporation No: RC000806; to which it gifts all of its taxable profits.

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EH6 5RQ

T: 0131 553 5280

F: 0131 553 5776

E: [asl@DofE.org](mailto:asl@DofE.org)

**PLEASE RETURN YOUR COMPLETED FORM TO THE ADDRESS BELOW:**

**The Duke of Edinburgh's Award**

**1<sup>st</sup> Floor Offices**

**Arthur House**

**Mere Green Road**

**Four Oaks**

**Sutton Coldfield**

**B75 5BL**

