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Privacy

Please review our privacy policy as it governs the privacy practices undertaken by erudio limited.

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At all times we will be doing our utmost to maintain the availability of the site or limit the duration of any downtime. However, due to the nature of the Internet we cannot guarantee the availability of the site at all times. Maintenance and repairs also have to be undertaken to improve the site, which may disrupt our service.

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Product Pricing and Availability

All prices shown on site exclude 17.5% VAT unless otherwise stated. All products are available at the time of purchase unless you are pre-ordering when the product will be made available as soon as possible after the time of purchase. Some items, such as books and other printed materials, are zero rated for VAT purposes.

Payment

You can pay for your order online with confidence using PayPal @ using their secure servers. Alternatively, you can print off an order form and mail a cheque. If you are a bona fide school, educational establishment, toy shop or other commercial business, we may offer the facility to purchase goods on trade terms. Please refer to the relevant section of this website for more details, or email us with your requirements.

Delivery

In normal circumstances we will aim to deliver to UK destinations within 14 days of order placement.

Returns

We understand that circumstances change and occasionally goods bought may no longer be required: If you wish to return any goods for a credit note or to receive a refund, please call 0845 456 1983 immediately. The return or cancellation period is limited to 7 days from the day you receive your order and all returns must come back complete and undamaged. No returns will be accepted after this time or without prior authorisation from erudio limited. This does not affect your statutory rights under UK regulations. erudio limited cannot accept responsibility for goods lost in transit after being sent back to us. The return of goods is the responsibility of the sender and we recommend sending them back by registered or recorded delivery.

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