

1. Delivery

1.1 Unless otherwise agreed in writing, all books and other materials will be delivered in one instalment to the Centre's registered address. The Centre is responsible for any errors made by it in the course of ordering books and materials.

1.2 When selecting a different address for a delivery, the Centre is responsible for being available to sign for the parcel. If the parcel cannot be successfully delivered, it will be returned to ASDAN and the costs of return and costs of redelivery will be charged to the Centre.

1.3 Deliveries will not be made during standard school holiday periods unless ASDAN has been specifically notified at the time of placing the order that the Centre will be open to accept deliveries.

1.4 Any parcels that cannot be delivered will be returned to ASDAN and the Centre will be charged with the costs of return and costs of redelivery.

1.5 Queries relating to incorrect deliveries must be raised with the Publications department within 30 days of receipt of delivery.

2. Order return

2.1 If ASDAN has sent an item not ordered, Centres must inform ASDAN promptly. ASDAN will arrange for the correct item to be sent and the incorrect item to be collected.