

RM Educational Resources Ltd

TTS: Terms and Conditions of Sale (Consumer) (Effective from March 2026)

Application of these terms

These are the terms that apply where you order from TTS as a **consumer**. We are subject to the UK consumer protection laws, which provide that **you are a consumer where you are ordering for purposes which are wholly or mainly outside your trade, business, craft or profession**.

These terms apply only to consumers who are based in the United Kingdom (UK). If you are not a consumer based in the UK, our Terms and Conditions of Sale (Business) *TTS Terms and Conditions of Sale - Business March 2026* will apply to your order.

THESE CONSUMER TERMS MAY HAVE CHANGED SINCE YOU LAST REVIEWED THEM

The most current version of the terms at the time of your purchase will apply. Our terms are available on our website- [Terms & Conditions | TTS](#)

WHERE TO FIND INFORMATION ABOUT US AND OUR PRODUCTS

We are RM Educational Resources Ltd, a company registered in England and Wales. TTS is a trading name of RM Educational Resources Ltd. Our company registration number is 03100039 and our registered office is at 142B Park Drive, Milton Park, Milton, Abingdon, OX14 4SE, United Kingdom. You can find everything you need to know about us and our products on our website or from our Customer Service Team before you order. We also confirm the key information to you in writing after you order, either by email or over the telephone.

WHEN YOU BUY FROM US YOU ARE AGREEING THAT:

- We only accept orders when we've checked and dispatched them.
- Sometimes we reject orders.
- We charge you when you place your order.
- We pass on increases in VAT.
- We're not responsible for delays outside our control.

- Products can vary slightly from their pictures and descriptions.
- You're responsible for making sure your instructions are accurate.
- We deliver to the agreed address.
- We may deliver in instalments.
- We charge you if you don't give us information we need or do preparatory work as agreed with us.
- If you bought online or over the telephone you have a legal right to change your mind.
- You can end an on-going contract (find out how).
- You have rights if there is something wrong with your product.
- We can change products and these terms.
- We can suspend supply (and you have rights if we do).
- We can withdraw products.
- We can end our contract with you.
- We don't compensate you for all losses caused by us or our products.
- We use your personal data as set out in our Privacy Notice.
- You have several options for resolving disputes with us.
- Other important terms apply to our contract.

WE ONLY ACCEPT ORDERS WHEN WE'VE CHECKED AND DISPATCHED THEM

We will contact you to confirm we've received your order, normally within 24 hours. We accept your order when we acknowledge your order.

SOMETIMES WE REJECT ORDERS

Sometimes we reject orders, for example, because a product is unexpectedly out of stock, because you are located outside our delivery areas (as stated on our website and in our marketing) or because the product was mispriced by us. When this happens, we will let you know as soon as possible and refund any sums you have paid.

WE CHARGE YOU WHEN YOU PLACE YOUR ORDER

If your product is goods (rather than digital content or services), you will own it once we have accepted your order and received payment in full.

We do not offer credit terms for orders placed by consumers.

All prices are quoted in British pound sterling (£ GBP), unless otherwise agreed in writing and will be exclusive of VAT or applicable tax, which will be added to the total amount due. Prices stated are exclusive of delivery charges.

WE PASS ON INCREASES IN VAT

If the rate of VAT changes between your order date and the date we supply the product, we adjust the rate of VAT that you pay, unless you have already paid in full before the change in the rate of VAT takes effect.

WE'RE NOT RESPONSIBLE FOR DELAYS OUTSIDE OUR CONTROL

If our supply of your product is delayed by an event outside our control, such as a natural disaster, epidemic or pandemic, conflict or civil commotion, war, any law or any action taken by a government or public authority, any labour or trade dispute, or non-performance by suppliers or subcontractors, we will do what we can to reduce the delay.

As long as we do this, we won't compensate you or be liable for the delay but, if the delay is (or is likely to be) substantial, you can contact our Customer Service Team: [TTS Support – Customer Services](#) to end the contract and receive a refund for any products you have paid for in advance, but not received, less reasonable costs we have already incurred.

PRODUCTS CAN VARY SLIGHTLY FROM THEIR PICTURES AND DESCRIPTIONS

A product's true colour, dimensions or texture may not exactly match that shown on your device or in our marketing, or its packaging may be slightly different. Images and descriptions are for illustrative purposes only to give an approximate idea of the products they describe. Contents of products may vary.

YOU'RE RESPONSIBLE FOR MAKING SURE YOUR INSTRUCTIONS ARE ACCURATE

If we're making or supplying a personalised product for you, you're responsible for making sure any images, text, measurements or other instructions you provide to us are correct. We are not responsible for spelling, punctuation or grammatical errors that you make, low quality or resolution images, design errors introduced by you in the document creation process, or errors in user-selected options such as choice of finish, quantity or product type.

Please preview any materials or other designs provided to us carefully and correct any mistakes prior to placing an order. We do not proof any materials provided to us prior to processing.

If you have any questions about providing information for us to use then please contact our Customer Service Team: [TTS Support – Customer Services](#).

WE DELIVER TO THE AGREED ADDRESS

We will deliver the products to the designated address in the order. You should ensure that you are, or a trusted representative is, physically present at the time of delivery. We will presume that any person at any address you specify has the authority to receive the order on your behalf.

Deliveries shall be made by us or our appointed third party to a first point of entry at a ground floor level. Where applicable, we may share your details with our appointed third party for the purposes of fulfilling your delivery.

WE MAY DELIVER IN INSTALMENTS

If we are unable to deliver the whole of the order at one time due to, for example, operational reasons or shortage of stock, we may deliver the order in instalments. There will be no additional delivery charge for this unless you have been expressly told otherwise.

WE CHARGE YOU IF YOU DON'T GIVE US INFORMATION WE NEED OR DO PREPARATORY WORK AS AGREED WITH US

We may charge you additional sums if you don't give us information we've asked for or would reasonably need regarding your order (for example about suitability of the delivery address to receive delivery vehicles or items, opening hours or availability of personnel to receive the order) or if you don't do preparatory work for installation as agreed with us. For example, we might need to re-deliver on another occasion, with another vehicle or with extra manpower, or we may need to reschedule services.

IF YOU BOUGHT ONLINE OR OVER THE TELEPHONE YOU HAVE A LEGAL RIGHT TO CHANGE YOUR MIND

Your legal right to change your mind. For most of our products, you have a legal right to change your mind about your purchase and receive a refund of what you paid for it. This is subject to some conditions, as set out below. Note that delivery costs will not be refunded unless the return is owing to a mistake made by us.

When you can't change your mind. You can't change your mind about an order for:

- digital products, after you have started to download or stream these;
- services, once these have been completed;
- products sealed for health protection or hygiene purposes, once these have been unsealed after you receive them;
- sealed audio or sealed video recordings or sealed computer software (including compact disks), including licensed digital products e.g. product keys once these products are unsealed after you receive them;
- goods that are made to your specifications, are personalised or customised, made to order or configured to order;

and/or

- goods which become mixed inseparably with other items after their delivery.

The deadline for changing your mind. If you change your mind about a product you must let us know no later than 14 days after:

- the day we deliver your product, if it is **goods**. If the goods are for regular delivery (for example, a subscription), you can only change your mind after the first delivery. If the goods are split into several deliveries over different days, the period runs from the day after the last delivery;
- the day we confirm we have accepted your order, if it is for a **service**, for example our white goods collection service;
- the day we confirm we have accepted your order, if it is for **digital content for download or streaming**, although you can't change your mind about digital content once we have started providing it.

How to let us know. To let us know you want to change your mind, contact our Customer Service Team: [TTS Support – Customer Services](#) , fill in the online form at [TTS Support](#).

In addition to any other delivery or handling charges we may charge, if you cancel or return any Product that was delivered to you directly by our suppliers, or any furniture or other any large item (as defined by us in our discretion), we will charge you a restocking fee of 20% of the Order value, plus the cost of the collection.

You have to return the product at your own cost. If your product is physical goods, you have to return it (and any free gifts provided with it) to us within 14 days of your telling us you have changed your mind. Returns are at your own cost. You can:

- contact our Customer Service Team: [TTS Support – Customer Services](#) Please provide your order number when enquiring;
- send the product back to us, using an established delivery service. If you do this you should keep a receipt or other evidence from the delivery service that proves you have sent it and when you sent it. If you don't do this and we don't receive the goods at all or within a reasonable time we won't refund you the price. For help with returns, including our collection arrangements for goods which can't be posted, see our Returns Process: [TTS Support](#) or contact our Customer Service Team: [TTS Support – Customer Services](#)

We only refund standard delivery costs. Where it is agreed that delivery costs are refundable owing to a mistake made by us, we don't refund any extra you have paid for express delivery or delivery at a particular time.

You have to pay for services you received before you change your mind. If you bought a service we don't refund you for the time you were receiving it before you told us you'd changed your mind.

We will not refund you if you have used or damaged a product. If you handle the product in a way which would not be acceptable, no refund will be due. Our Customer Service Team: [TTS Support – Customer Services](#) can advise you on whether we're likely to receive refund.

When and how we refund you. If your product is a service, digital content or goods that haven't been delivered or performed or that we're collecting from you, we will refund you as soon as possible and within 14 days of you telling us you've changed your mind. If your product is goods that you're sending back to us, we refund you within 14 days of receiving them back from you (or receiving evidence you've sent them to us). We refund you by the method you used for payment. We don't charge a fee for the refund.

YOU CAN END AN ON-GOING CONTRACT (FIND OUT HOW)

We tell you when and how you can end an on-going contract with us (for example, for regular services or a subscription to digital content or goods) during the order process and we confirm this information to you in writing after we've accepted your order. If you have any questions, please contact our Customer Service Team: [TTS Support – Customer Services](#)

YOU HAVE RIGHTS IF THERE IS SOMETHING WRONG WITH YOUR PRODUCT

If you think there is something wrong with your product, you must contact our Customer Service Team: [TTS Support – Customer Services](#) We honour our legal duty to provide you with products that are as described to you on our website and that meet all the

requirements imposed by law. Your legal rights are summarised below. These are subject to certain exceptions. For detailed information please visit the Citizens Advice website www.citizensadvice.org.uk. Remember too that You have several options for resolving disputes with us.

Summary of your key legal rights

If your product is **goods**, the Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product your legal rights entitle you to the following:

- Up to 30 days: if your goods are faulty, then you can get a refund.
- Up to twelve (12) months: if your goods can't be repaired or replaced, then you're entitled to a full refund, in most cases (the legal right is 6 months but TTS provide you with an additional 6 months in these circumstances)
- Up to 6 years: if your goods do not last a reasonable length of time you may be entitled to some money back.

If your product is **digital content**, the Consumer Rights Act 2015 says digital content must be as described, fit for purpose and of satisfactory quality:

- If your digital content is faulty, you're entitled to a repair or a replacement.
- If the fault can't be fixed, or if it hasn't been fixed within a reasonable time and without significant inconvenience, you can get some or all of your money back.
- If you can show the fault has damaged your device and we haven't used reasonable care and skill, you may be entitled to a repair or compensation.

If your product is **services**, the Consumer Rights Act 2015 says:

- You can ask us to repeat or fix a service if it's not carried out with reasonable care and skill, or get some money back if we can't fix it.
- If a price hasn't been agreed upfront, what you're asked to pay must be reasonable.
- If a time hasn't been agreed upfront, it must be carried out within a reasonable time.

WE CAN CHANGE PRODUCTS AND THESE TERMS

Changes we can always make. We can always change these terms or a product:

- If the replacement product is of similar or higher value or better quality than the product ordered originally;

- to reflect changes in relevant laws and regulatory requirements for example to reflect required changes in materials used in manufacture;
- to make minor technical adjustments and improvements, for example to address a security threat. These are changes that don't materially affect your use of the product;
- to update digital content, provided that the digital content always matches the description of it that we provided to you before you bought it. We might ask you to install these updates; and/or
- where a change to our terms is part of a routine update and does not materially affect an ongoing order you have placed with us.

Changes we can only make if we give you notice and an option to terminate. We can also make the following types of change to the product or these terms, but if we do so we'll notify you and you can then contact our Customer Service Team: [TTS Support – Customer Services](#) to end the contract before the change takes effect and receive a refund for any products you've paid for in advance, but not received:

- if a replacement product is of lesser value or perceived quality than the product ordered originally; and/or
- if we make a material change to these terms that affects an ongoing order you have placed with us.

WE CAN SUSPEND SUPPLY (AND YOU HAVE RIGHTS IF WE DO)

We can suspend the supply of a product. We do this to:

- deal with technical problems or make minor technical changes;
- update the product to reflect changes in relevant laws and regulatory requirements; or
- make changes to the product (see We can change products and these terms).

We let you know and may allow you to terminate. We contact you in advance to tell you we're suspending supply, unless the problem is urgent or an emergency. If we suspend the product for 30 days or longer in any 3-month period we will let you know and if you require, you can contact our Customer Service Team: [TTS Support – Customer Services](#) to end the contract and we'll refund any sums you've paid in advance for products you won't receive.

WE CAN WITHDRAW PRODUCTS

We can stop providing a product, such as an ongoing service or a subscription for digital content or goods. We will let you know in advance with as much notice as possible and either (a) supply replacement products or services of a similar price and quality or, if you prefer, (b) refund any sums you've paid in advance for products or services which won't be provided.

WE CAN END OUR CONTRACT WITH YOU

We can end our contract with you for a product or service and claim any compensation due to us if:

- you don't make any payment to us when it's due and you still don't make payment within 7 days of our reminding you that payment is due;
- you don't, within a reasonable time of us asking for it, provide us with information, cooperation or access that we need to provide the product; or
- you don't, within a reasonable time, either allow us to deliver the product to you or collect it from us, or allow us to perform the services.

WE DON'T COMPENSATE YOU FOR ALL LOSSES CAUSED BY US OR OUR PRODUCTS

We're responsible for losses you suffer caused by us breaking this contract unless the loss is:

- **Unexpected.** It was not obvious that it would happen and nothing you said to us before we accepted your order meant we should have expected it (so, in the law, the loss was unforeseeable/unexpected).
- **Caused by a delaying event outside our control.** As long as we have taken the steps set out in the section We're not responsible for delays outside our control .
- **Avoidable.** Something you could have avoided by taking reasonable action. For example, damage to your own digital content or device, which was caused by digital content we supplied and which you could have avoided by following our advice to apply a free update or by correctly following the installation instructions or having the minimum system requirements advised by us.
- **A business loss.** We only supply goods to you for domestic and private use. Our liability for any loss you suffer in connection with your trade, business, craft or profession is limited, as described in our Terms and Conditions of Sale (Business) TTS Terms and Conditions of Sale - Business March 2026. You agree not to use the

Goods for any commercial, business or resale purposes, and we have no liability to you for any loss of profit, loss of business, business interruption or loss of business opportunity.

Digital Content Damage

Where digital content supplied by us is proven to have caused damage to your device, we may choose to either repair the device or digital content, or offer you compensation. Such compensation will be a) reasonable in all the circumstances; and b) only payable where the damage would not have occurred if we had exercised reasonable care and skill.

WE USE YOUR PERSONAL DATA AS SET OUT IN OUR PRIVACY NOTICE

We will only collect and process your personal data when we have a legal basis for processing the same, in accordance with the relevant data protection legislation.

Our Privacy *Notice* [Privacy Notice](#) sets out how we and our group companies collect, share and use your personal data. It also contains information about how you can exercise your data protection rights and contact us should you have any questions.

YOU HAVE SEVERAL OPTIONS FOR RESOLVING DISPUTES WITH US

Our complaints policy. Our Customer Service Team: [TTS Support – Customer Services](#) will do their best to resolve any problems you have with us or our products as per our Service Promise Complaints policy (available on our Website)

Resolving disputes without going to court. Alternative dispute resolution is an optional process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. You can submit a complaint to Retail ADR through their website at www.retailadr.org.uk. Retail ADR does not charge you for making a complaint and if you're not satisfied with the outcome you can still go to court.

You can go to court. These terms are governed by English law and wherever you live you can bring claims against us in the English courts. If you live in Wales, Scotland or Northern Ireland, you can also bring claims against us in the courts of the country you live in. We can claim against you in the courts of the country you live in.

OTHER IMPORTANT TERMS APPLY TO OUR CONTRACT

We can transfer our contract with you, so that a different organisation is responsible for supplying your product. Where necessary, we'll endeavour to tell you in writing if this happens and we'll ensure that the transfer won't affect your rights under the contract. If you're unhappy with the transfer you can contact our Customer Service Team: [TTS Support](#)

to end the contract within 30 days of us telling you about it and we will refund you any payments you've made in advance for products not provided.

Nobody else has any rights under this contract. This contract is between you and us. Nothing in this contract shall confer on any third party any right or benefit under the provisions of the Contracts (Rights of Third Parties) Act 1999.

If a court invalidates some of this contract, the rest of it will still apply. If a court or other authority decides that some of these terms are unlawful, the rest will continue to apply.

Even if we delay in enforcing this contract, we can still enforce it later. We might not immediately chase you for not doing something (like paying) or for doing something you're not allowed to, but that doesn't mean we can't do it later.

There are certain things we cannot exclude or limit our liability for:

We do not in any way exclude or limit our liability for:

- death or personal injury caused by our negligence;
- fraud or fraudulent misrepresentation;
- any breach of the terms of sections 9 – 17 of The Consumer Rights Act 2015;
- any breach of the terms of sections 34 – 37 and section 41 of The Consumer Rights Act 2015 (relating to digital content) where the Consumer has purchased the digital content. Where TTS has provided the digital content free of charge, sections 34 – 37 and section 41 of The Consumer Rights Act 2015 are expressly excluded; and
- any breach of the terms of sections 49 - 52 of The Consumer Rights Act 2015.