

TERMS AND CONDITIONS

By accessing this Website, you agree to be bound by these terms and conditions of use.

Purchases

Order Progress

If your products have not arrived within the quoted delivery time you can inquire into the status of your order using the following contact details

Using our Online [Enquiry Form](#)

Note: All products are ordered subject to availability. Electronics especially (tablets, laptops, cameras etc.) can go out of stock without notice. If this happens we will do our best to let you know as soon as possible.

****All product images shown are for illustration purpose only. Actual product may vary.***

Security of Credit Card Payment Options

This site uses encryption and secure (SSL) servers to help ensure the privacy of any information that you provide. However, the security of information and payments transmitted via the Internet cannot be guaranteed. Any losses incurred or sustained by users who transmit information by means of e-mail or other internet link shall be borne solely and exclusively by such user and in no event shall any such losses in whole or part be borne by JS Group.

Pricing

BOOKS: JS Group, trading as JS Group Student Store (JS Group) aims to reflect the most accurate information on book prices at all times. We supply items at the publisher's recommended price except where a specific discount is offered. We will make all reasonable efforts to present accurate information but we cannot guarantee the price or our ability to supply any particular book.

Prices listed are the most up to date we have. However publishers and suppliers sometimes change prices and editions without notice, and exchange rates may mean that prices of books from overseas publishers may also change rapidly. More and more smaller publishers and institutes do not give a bookshop discount and charge postage which makes it impossible for us to sell at the retail price displayed.

For these reasons we will always notify you if a price varies from that which you were notified of at the time of ordering.

NB: Our online prices are not matched within our shops on many occasions - online-exclusive prices are common within the e-commerce industry due to the comparative overheads of running and stocking a physical shop.

OTHER PRODUCTS: We sell a large range of products aimed at students at our partner institutions. To achieve this we go a range of different suppliers, all of whom have their own pricing structure and discounts for smaller retailers. Although we aim to be competitive at all times, this is sometimes not possible based on the arrangements we have with the supplier, compared with the huge purchasing power of other, more specialist retailers.

We do not accept any liability or claim arising from late delivery. In some cases you must beat home to sign for a parcel to guarantee delivery.

All prices are displayed in pounds sterling (£) on our UK websites.

Responsibility for Local Taxes and Customs Charges

If you are ordering goods for delivery outside of the UK, please note that your consignment may be subject to import duties and taxes, which are levied once the goods reach the country of destination. Any such charges levied in relation to customs clearance must be borne by you. It is accepted by you that JS Group has no control over additional charges in relation to customs clearance. JS Group recommends that you check with your local customs officials or post office for more information regarding importation taxes/duties that may be applicable to your online order. NB: On most sites we cannot accept overseas orders as most of our suppliers do not offer an overseas delivery service.

Contract

When you place an order to purchase a product from JS Group, we will send you an e-mail confirming receipt of your order and containing the details of your order. Your order represents an offer to us to purchase a product which is accepted by us when we send email confirmation to you that we've despatched that product to you (the "Despatch Confirmation Email"). That acceptance will be complete at the time we send the Despatch Confirmation Email to you. Any products on the same order which we have not confirmed in a Despatch Confirmation Email to have been despatched do not form part of that contract.

Under the EU directive on consumer rights you have 14 days in which to cancel contract. This can either be done by cancelling the order before goods are despatched or returning as outlined below.

Refunds and Returns

NB: ALL returns must be agreed by us before sending it back. Please use the [returns request button](#) which is shown on every order page.

For our full Returns Policy please [click here](#).

Non Delivery or Shortage

If your item was sent using standard delivery (Royal Mail untracked): Please allow 7 days for your item to arrive from the day we sent you a despatch email. At peak times like Christmas & Black Friday, due to the high volume of parcels at these times of the year, deliveries may take longer than the usual to arrive - at these times allow 14 days for untracked Royal Mail deliveries.

Please note we need to be notified in writing within 30 days of despatch if your item has not arrived with you. IMPORTANT: If your item was sent using a courier service (tracked and signed): Please notify us of non-delivery within 48 hours from the date of despatch. This is the time-frame we are given by our couriers to raise an investigation.

High value orders will need a signature when they are delivered to a home or work address. Many of our couriers will make several attempts to deliver a package. If you're not in, they should leave a card to tell you where they have left the parcel (potentially with a neighbour or in the porch) or to provide details of how to contact them to rearrange the delivery.

If your item has not arrived within the above guidelines please contact our Customer Services using the [Enquiry Form](#).

Please see our [Postage Policy](#) for a guide to tracked and non-tracked services. If you are not sure what method was used to ship your order please contact our Customer Services using the [Enquiry Form](#)

We will not be liable, in contract, tort (including, without limitation, negligence), pre-contract or other representations (other than fraudulent or negligent misrepresentations) or otherwise out of or in connection with the Conditions for:

- any economic losses (including without limitation loss of revenues, profits, contracts, business or anticipated savings); or
- any loss of goodwill or reputation; or

- any special or indirect losses suffered or incurred by that party arising out of or in connection with the provisions of any matter under the Conditions.

When ordering please enter your Billing Address (NB: where your credit card is registered) and Delivery Address (where you want your item delivered to).

IMPORTANT: Please note you cannot opt to collect from store unless this option can be selected for that product during the checkout process. If you have entered the address of your local JS Group store as your delivery address on your order, but do not have written permission from the store that they are willing to accept the parcel on your behalf, JS Group will also not be held responsible for any parcels missing or rejected if you have entered the address of your University's campus as the delivery address; due to the university mail room/sorting office rejecting parcels that do not belong to registered residents or staff. JS Group will not be held responsible for any parcels rejected by the store or the University mail room/sorting office.

NB: Students who live in Halls - please ensure you provide Flat and Room number as orders cannot be delivered without a full and accurate delivery address.

Finally, Important: All orders are sent to the address you entered on the site when placing the order - JS Group accept no liability for any parcel lost or delayed because of an incorrect or incomplete address being entered during your order completion. We do not ship abroad in general so do not try to enter a non-UK address but with UK as the country!

Use of Site

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Links

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