



Setting the standard for construction contracts

# Customer Returns Form

Name: \_\_\_\_\_

Company name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Post code: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email address: \_\_\_\_\_

Order number: \_\_\_\_\_

ISBN	Item Returned	Qty	Reason (insert code A-E, see below)
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

**Reason for returning item(s):**

- (a) Wrong item ordered
- (b) Damaged (specify in comments below)
- (c) Duplicated item
- (d) Goods not as invoice
- (e) Other (specify in comments below)

**For reasons (b), (c) and (d) (i.e. return of damaged/incorrectly despatched goods), please contact our customer services team, by emailing [sales@ribabookshops.com](mailto:sales@ribabookshops.com) to obtain a freepost returns address BEFORE returning your items.**

**For reasons (a) and (e) (i.e. return of unwanted goods), please address returns to:**

**JCT Returns Department, c/o RIBA Bookshops Customer Services,  
66 Portland Place, London W1B 1AD, UK**

**Comments:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Please note: we are unable to refund costs of return postage where items were incorrectly ordered or not required.**

I have read and accept the terms and conditions overleaf (please tick)

\_\_\_\_\_

# JCT Online Purchasing Terms and Conditions

## 1. General

- 1.1. The JCT website is the online catalogue for the display of JCT goods available for purchase and the content displayed does not constitute an offer to sell JCT goods to the customer. By using the JCT website for the purpose of purchasing JCT goods, the customer agrees to these terms and conditions in their entirety.
- 1.2. These terms and conditions and any document, message or email from JCT constitutes an entire agreement between JCT and the customer and both parties agree that neither party relied upon any other term, condition, undertaking, promise, assurance, representation, warranty, or understanding (whether in writing or not) of any other person relating to the supply of JCT goods to the customer.
- 1.3. JCT reserves the right to amend these terms and conditions at any time and without prior notice.

## 2. Placing an order

- 2.1. An order placed by a customer constitutes an offer to purchase from JCT any JCT goods. Acceptance of the order by JCT constitutes JCT's agreement to the customer's offer and creates a legally binding contract between JCT and the customer.
- 2.2. JCT reserves the right to reject any order received from the customer, at its own discretion and for any reason whatsoever. Customers will be advised of any rejected orders.
- 2.3. On acceptance of an order, and subject to availability and the customer providing the correct billing and delivery address, JCT will endeavour to despatch the goods indicated within the order to the customer, according to the terms of delivery and despatch set out below.

## 3. Payment for goods

- 3.1. Payment by credit/debit card (Mastercard/VISA) is taken at the point the order is submitted by the customer. Where goods are out of stock or advance orders are placed, goods will be despatched automatically when available. Customers will be advised if their order is out of stock.
- 3.2. All payments must be made in British Pounds Sterling.
- 3.3. JCT aims to accurately display the prices of all goods listed on its website. In the event that a customer places an order for a good that is inaccurately priced on the website, JCT will notify the customer of the correct price and ask the customer whether they still wish to proceed with the order.

## 4. VAT

- 4.1. Customers from the EU will be charged VAT on goods where applicable and on the despatch fee at the standard UK rate.
- 4.2. Customers based outside the EU (including the Channel Islands and Gibraltar) will not be charged VAT on deliveries outside the EU.
- 4.3. Customers requiring VAT invoices for their purchases can download them by logging in to their account.

## 5. Delivery and despatch

### 5.1. UK delivery and despatch

- 5.1.1. Next working day deliveries are provided as standard for orders received by 14.00 GMT Monday-Friday (excluding public holidays, 24 December and between 27 December and 1 January (inclusive)) for delivery the next working day before 17.30 GMT (exclusions apply – see 5.3. below)
- 5.1.2. A standard despatch fee of £6.67 applies for all deliveries.
- 5.1.3. A signature may be required on delivery.

### 5.2. Overseas delivery and despatch

- 5.2.1. Goods sent outside the UK are sent by standard courier services, taking approximately 7-21 working days.
- 5.2.2. A standard overseas despatch fee of £20.83 applies for all deliveries.
- 5.2.3. A signature may be required on delivery.

### 5.3. Next working day delivery exclusions (UK orders)

The following postcode areas are not included in the next working day delivery service (these areas are not covered as part of the postal services used): BT Northern Ireland, GY1 Herm only (Channel Islands), GY9 Sark (Channel Islands), HS Lewis, JE Jersey, PA20-75, PA78 Coll, ZE Shetlands, KW15-17 Orkney, PH30-50. Next working day delivery services do not apply to pre-order products.

- 5.4. JCT is not responsible for any delivery that does not reach the customer as a result of circumstances beyond its control.

## 6. Cancellation

- 6.1. Customers may request to cancel their orders prior to despatch. Any notification of a wish to cancel an order must include the order number and must be made in writing, by letter, fax or email to JCT Customer Services: JCT Customer Services c/o RIBA Bookshops, The Old Post Office, St Nicholas Street, Newcastle Upon Tyne, NE1 1RH, UK Email: [sales@ribabookshops.com](mailto:sales@ribabookshops.com) Fax: +44 (0)191 244 5553
- 6.2. Any request by customers to cancel their orders prior to despatch is at the discretion of JCT.
- 6.3. Any refund will be made as soon as possible and within 14 days at the latest. Refunds will be issued by the same payment method i.e. debit card payments will be refunded to the same debit card.

## 7. Returns and refunds

- 7.1. Any claim for non or late delivery of goods must be made within 28 days of placing the order.
- 7.2. Goods remain the property of JCT until paid for in full.
- 7.3. **Return of damaged/incorrectly despatched goods**

- 7.3.1. Any damaged or incorrectly despatched goods should be returned with original packaging if possible, within 30 days from when the goods were received for UK customers and 30 days for overseas customers. A returns form (download from

- 7.3.2. Customers wishing to return damaged or incorrectly despatched goods must email: [sales@ribabookshops.com](mailto:sales@ribabookshops.com) to obtain a freepost returns address.
- 7.3.3. Where goods are damaged or incorrectly despatched, replacement goods will be sent to the customer at no additional cost.

## 7.4. Return of unwanted goods

- 7.4.1. Customers wishing to return unwanted goods may do so up to 14 days from when the goods were received for UK customers and 28 days for overseas customers. A returns form must accompany any returned goods.
- 7.4.2. Goods must be returned in a re-saleable condition and customers must arrange for their return at their own expense. Any refunds, including the original despatch cost, are (subject to any statutory provisions) at the discretion of JCT. Any refunds will be made within 14 days from receiving the returned goods.
- 7.4.3. Regarding the goods returned outside the period mentioned in 7.4.1 at the discretion of JCT, refunds of the goods will be subject to the following admin charges. Any despatch cost will not be refunded.

value of goods (including VAT but excluding despatch cost)	admin charges
below £50	£7
£50 - £100	£9
£100 - £200	£13
above £200	5%

- 7.4.4. Please address returns of unwanted goods to: JCT Returns Department, c/o RIBA Bookshops, 66 Portland Place, London, W1B 1AD, UK

## 8. Special offers, promotions and discounts

Visit [www.jctltd.co.uk](http://www.jctltd.co.uk) for full terms

## 9. Mistakes and complaints

Visit [www.jctltd.co.uk](http://www.jctltd.co.uk) for full terms

## 10. Customer Data

- 10.1. JCT uses customer data in accordance with the Data Protection Act 1998.
- 10.2. JCT shares customer data with its third party supplier only for the purpose of despatching and delivering goods to customers.
- 10.3. JCT does not provide customer details to third parties for use in any marketing or promotional activities.
- 10.4. JCT or any third party supplier does not store or keep record of customers' credit/debit card details.