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### **CONDITIONS OF PURCHASE**

Your use of this site and the sale and purchase of any items are governed by the terms of use of the site and these conditions of purchase. In using the site you are agreeing to be bound by these conditions.

### **YOUR ORDER**

When you submit your order request and credit card payment details, we will respond with an e-mail acknowledgement providing you with a customer order number, an authorisation code and a confirmation of your ordered goods, the value of your order and your shipping address. This e-mail will constitute our acceptance of your order. Our acceptance of your order will be deemed complete and received by you at the date and time of sending of the email, which time and date will be provided on the email.

### **PRICING AND PAYMENT**

For your convenience, and so that you know exactly how much you will pay when you shop with us, our website will add any courier delivery price relevant to your product, with a total price displayed before you enter the credit card transaction stage of the purchase. The catalogue price also includes VAT at the rate of 20%, where appropriate, on the delivery charge for reports ordered, and paid for, electronically (on line) using the shopping basket and order form facility within this site. Credit card transaction clearance will be by WorldPay Plc. The product ordering part of the catalogue is secure. This means that your personal contact information, your order details and your credit card number can be supplied by you in the knowledge that they can not be viewed or accessed by a third party. Credit cards will be debited when you confirm an online order. Online orders will be confirmed by email to advise you that the transaction has been successful. IEA Clean Coal Centre cannot guarantee to answer the phone 24 hours a day. However we do promise to come back to you as soon as practicable. Please bear in mind international time differences, and phone between 8am and 6pm (GMT) Mon - Friday.

### **DELIVERY**

Items available on the website are either in stock or ready for "on-demand production". It is anticipated that delivery within mainland UK will be within 5 working days of confirmed credit card clearance and within 10 days outside the UK. Reports that include additional items, such as CD's, will require a little longer to produce and check before delivery can be made. You will be informed of any predicted delivery delays due to additional items. Upon receipt of the products a signature will be required to acknowledge delivery. The signature of the person accepting delivery at the delivery address will be proof that you or the person, to whom the order is addressed, has received the delivery. All products are insured against loss or damage from the time they are dispatched to the time they are delivered to you. If the reports you ordered are incorrect on delivery or have been damaged in transit, please advise us within 10 days of receipt and retain the report and the packaging. We will pursue the compensation claim with the carrier and on acceptance of liability by the carrier, you will receive a full refund or replacement of the damaged products.

## **ACCEPTANCE**

Upon receipt of delivery you must inspect the goods. You will be deemed to have accepted the goods if you have not notified us and returned the goods within seven days. If no such action is taken, we shall not be obliged to accept any rejection of the goods at a later date. Your statutory rights are not affected.

## **SATISFACTION AND COMPLAINTS**

If you are in any way dissatisfied with our products or services and wish to make a complaint please contact us by letter, fax or email [sales@iea-coal.org.uk](mailto:sales@iea-coal.org.uk) stating the nature of your dissatisfaction. We will normally acknowledge receipt of your complaint within five working days and will respond fully to you in writing, normally within 15 working days. We promise to treat all letters of dissatisfaction confidentially and with priority. We value your comments and will use any feedback we receive from you constructively to improve our service to you in the future. If the report you receive fails to meet the description of the product you ordered, and you wish to claim a refund, please advise us within 10 days of receipt. A full refund will be provided within a maximum of 30 days of agreement to refund, subject to the product having been returned to us unused, in first class condition, securely packaged, using a carrier who will insure the parcel. We cannot accept responsibility until the returned product reaches us. We will refund your P&P costs in these circumstances. You have a legal right to cancel your order within seven working days following the date of the receipt of the order without giving a reason. In these circumstances you would receive your money back within 30 days. You would be liable for the cost of returning goods during this period and, if the report has been accessed, by opening the delivery package you may be liable for the full cost, at the discretion of IEA Clean Coal Centre. NOTE Contracts do not affect the consumer's statutory rights.

## **RETURNS**

In order for a return to be processed, please return the parcel back to the following address IEA Clean Coal Centre, Gemini House, 10-18 Putney Hill, London, SW15 6AA. Please note that all parcels must be returned using a Recorded Delivery Service (one that requires a receipt). You have seven days upon receipt of the goods to return them to us and cancel the order. If after this time you discover that the goods are faulty you can return the goods to us. After the items have arrived at our offices, they will be examined and the appropriate refund will be processed. We will only refund your postage costs if the goods are deemed to be faulty and you have included a receipt of your postage. We will notify you by e-mail of your refund

## **CANCELLATIONS**

We can only accept your cancellation if it is returned to us no later than seven days after the receipt of the goods. Cancellations must be communicated to IEA Clean Coal Centre in writing, posted, faxed or e-mailed. If a conference registration is cancelled six weeks before the event a full refund will be given less a handling charge of €30.00. No refunds will be given for cancellations received less than six weeks before the event. Hotel reservations are subject to the cancellation policy of the hotel with whom the booking is made.