



Standard Terms and Conditions
for the Sale of Goods

Version: 3

Summary:	These Terms and Conditions are the standard terms for the online sale of goods by The Institute of Fire Safety Managers.	
Target Audience:	Staff, Council, Members, Non-Members.	
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1. Background:

These Terms and Conditions are the standard terms for the online sale of goods by The Institute of Fire Safety Managers, trading as a Private Limited Company by guarantee without share capital use of 'Limited' exemption registered in England under number 05669063, whose registered address is Dunston Innovation Centre, Dunston Road, Chesterfield, S41 8NG

2. Definitions and Interpretation

2.1. In these Terms and Conditions, unless the context otherwise requires, the following expressions have the following meanings:

“Business Day”	means any day other than Saturday or Sunday or bank holiday;
“Calendar Day”	means any day of the year;
“Chosen Carrier”	means Royal Mail or any other courier We chose, whom We shall use to dispatch the goods to you;
“Contract”	means the contract for the purchase and sale of goods, as explained in Clause 4;
“Goods”	means the goods which are to be supplied by Us to you as specified in your order (and confirmed in Our order confirmation);
“Month”	means a calendar month;
“Order”	means your order for the Goods, made via Our website;
“Order Confirmation”	means Our acceptance and confirmation of your order as described in Clause 4;
“Pre-Contract Information”	means information about The Institute of Fire Safety Managers, the Goods, pricing, and your legal rights that We are required to provide under the Consumer Contracts (Information, Cancellation and Additional Charges Regulations 2013 all of which will be made available to you via Our website.
“Price”	means the price payable for the Goods;
“Returns Address”	means Business Development Manager, Dunston Innovation Centre, Dunston Road, Chesterfield, S41 8NG;
“Special Price”	means a special offer price payable for the Goods;

“Members Price”	means a price payable for the Goods to paid up members of the Institute.
“Non-members Price”	means a price payable for the Goods those who are not paid up members of the Institute.
“Standard Delivery”	means Our standard delivery method, Royal Mail 2 nd Class delivery; and
“We/Us/Our”	means The Institute of Fire Safety Managers (IFSM), trading as a Private Limited Company by guarantee without share capital use of 'Limited' exemption, registered in England under number 05669063, whose registered address is Dunston Innovation Centre, Dunston Road, Chesterfield, S41 8NG

- 2.2. Each reference in these Terms and Conditions to “writing” and any similar expression includes electronic communications whether sent by email, text message, or other means.

3. Information About Us

- 3.1. The Institute of Fire Safety Managers, is a Private Limited Company by guarantee without share capital use of 'Limited' exemption registered in England under number 05669063, whose registered address is Dunston Innovation Centre, Dunston Road, Chesterfield, S41 8NG

4. The Contract

- 4.1. These Terms and Conditions govern the sale of Goods by Us, via our website and will form the basis of the contract between Us and you. Before submitting your order, you have access to our terms and conditions via our website library, and you should ensure that you have read these Terms and Conditions and the Pre-Contract Information carefully.
- 4.2. Nothing provided by Us including, but not limited to, information given over the telephone, sales and marketing literature, price lists and other information constitutes a contractual offer capable of acceptance. Your order constitutes a contractual offer that We may, at our discretion, accept.
- 4.3. A legally binding contract between Us and you will be created upon Our acceptance of your Order, indicated by Our Order Confirmation. Order Confirmations will be provided in writing by email.

5. Description and Specification of Goods

- 5.1. We have made every reasonable effort to ensure that the Goods conform to illustrations, photographs and descriptions provided in Our sales and marketing literature. We cannot, however, guarantee that all descriptions, illustrations and/or photographs will be precisely accurate due to discrepancies that may arise during the printing process **AND/OR** differences in the colour reproduction of electronic displays. Nothing, however, excludes Our liability for mistakes due to negligence on Our part.
- 5.2. We are required by law to supply Goods that conform to the Contract. If you receive any Goods that do not conform to the Contract, please refer to Clause 9.
- 5.3. If We find, or are made aware of, any typographical, clerical or other accidental errors or omissions in any verbal descriptions, sales and marketing literature, price lists or any other information We will make every reasonable effort to correct such errors or omissions as soon as is reasonably possible. If, because of any such error or omission, you have received the wrong Goods, you may return the Goods to Us as provided in Clause 9. If as a result of any such error or omission, you have paid too much, We will refund the excess paid for the Goods.
- 5.4. We reserve the right to make any changes in the specification of the Goods that may be required to conform to any applicable safety or other legal or regulatory requirements without notice.

6. Orders

- 6.1. All Orders for Goods made by you via Our website will be subject to these Terms and Conditions.
- 6.2. If your Order is changed We will inform you of any change to the Price when you contact Us and will confirm the change in writing.
- 6.3. If you change your mind, you may cancel your Order at any time before We dispatch the Goods by contacting Us. Please refer to Clause 10 for details of your cancellation rights.
- 6.4. We may cancel your Order at any time before We dispatch the Goods in the following circumstances:
 - 6.4.1. The Goods are no longer in stock and We are unable to re-stock (if, for example, the Goods are discontinued); or
 - 6.4.2. An event outside of Our control continues for more than 7 days (please see Clause 13 for events outside of Our control).
- 6.5. If We cancel your Order under sub-Clause 6.4 and you have already paid for the Goods, the payment will be refunded to you within 14 calendar days. If We cancel your Order, you will be informed by email and the cancellation will be confirmed in writing.

7. Price and Payment

- 7.1. The Price of the Goods will be that as listed on Our website at your time of your Order.
- 7.2. If We offer a Special Price, the Special Price will be valid for 7 days or, if the Special Price is part of an advertised special offer, for the period shown in the advertisement. If the Special Price requires a promotion or voucher code and you are unable to provide a valid promotion or voucher code when making your Order, the Special Price will not be available to you. Orders placed during the validity period of a Special Price will be accepted at the Special Price even if We do not accept your Order until after the period has expired.
- 7.3. We often offer a Members Price and a Non-members Price. In order to access the reduced Members Price, You will need to login to your profile. The price differential for services excluded from your statutory right to cancel (listed in clause 10.9) cannot be refund if you are a member and pay the higher price Non-member Price.
- 7.4. Our Prices may change at any time but these changes will not affect any Orders that We have already accepted.
- 7.5. We have made every reasonable effort to ensure that Our Prices, as shown on Our website are correct. Prices will be checked when We process your Order. If the correct Price of the Goods is lower than that shown on Our website, you will be charged the lower Price. If the correct Price of the Goods is higher than that shown in Our Website, We will inform you and ask you how you wish to proceed.
- 7.6. The IFSM is exempt from VAT. Therefore, all Prices will NOT include VAT.
- 7.7. Our Prices include the cost of delivery unless otherwise mentioned. We normally offer the following delivery options - Royal mail 2nd class, however please note that your choices may be limited for certain Goods owing to the nature or characteristics of those Goods. The cost of your chosen delivery method will be added on to the final sum due (please refer to our website for delivery pricing information):
 - 7.6.1. Standard Delivery; Royal Mail 2nd class
- 7.8. All payments for Goods must be made in advance before We can dispatch the Goods to you.
- 7.9. We accept the following methods of payment:
 - 7.9.1. PayPal
 - 7.9.2. Payment over the phone using Square Up
 - 7.9.3. Payment by electronic invoice using Square Up
 - 7.9.4. Card Payment via Stripe

7.10. We do not charge any additional fees for any of the payment methods listed in sub-Clause 7.8.

8. Delivery

8.1. Please note that delivery is only possible within the United Kingdom.

8.2. When We send you an Order Confirmation, we will provide, along with a confirmation of the Pre-Contract Information, an estimated delivery date. Please note that estimated delivery dates may vary according to the availability of Goods and your location. In any event, subject to any circumstances beyond Our control, and subject to any longer period to which you agree when placing your Order (for Goods that We stock only on demand, for example), Goods will be delivered to you no more than 30 Calendar Days after the date that the Contract is formed (see sub-Clause 4.3).

8.3. Delivery will be deemed to have taken place when the Goods have been received by you (or another person identified by you) at your chosen delivery address.

8.4. You own the Goods once We have received payment in full for them.

9. Faulty, Damaged or Incorrect Goods

9.1. By law, We must provide goods that are of satisfactory quality, fit for purpose, as described at the time of purchase, in accordance with any pre-contract information We have provided, and that match any samples or models that you have seen or examined (unless We have made you aware of any differences). If any digital content is included in the Goods, that digital content must also conform. If any Goods you have purchased do not comply and, for example, have faults or are damaged when you receive them, or if you receive incorrect Goods, please contact Us as soon as reasonably possible to inform Us of the fault, damage or error, and to arrange for a refund, repair or replacement.

9.2. Beginning on the day that you receive the Goods (and ownership of them) you have a 30 Calendar Day right to reject the Goods and to receive a full refund if they do not conform as stated above. Alternatively, you may request a repair of the Goods or a replacement. We will bear any associated costs and will carry out the repair or replacement within a reasonable time and without significant inconvenience to you. In certain circumstances, where a repair or replacement is impossible or otherwise disproportionate, We may instead offer you a full refund. If you request a repair or replacement during the 30 Calendar Day rejection period, that period will be suspended while We carry out the repair or replacement and will resume on the day that you receive the replacement or repaired Goods. If less than 7 Calendar Days remain out of the original period, it will be extended to 7 Calendar Days. If, after a repair or replacement, the Goods still do not conform (or if We cannot do so as previously described or have failed to act within a reasonable time or without significant inconvenience to you), you may have the right either to keep the Goods at a reduced price, or to reject them in exchange for a refund. If you exercise the final right to reject the goods more than six

months after you have received the Goods (and ownership of them), We may reduce any refund to reflect the use that you have had out of the Goods.

- 9.3. Please note that you will not be eligible to claim under this Clause 9 if We informed you of any faults, damage or other problems with the Goods before your purchase of them; if you have purchased the Goods for an unsuitable purpose that is neither obvious nor made known to Us and the problem has resulted from your use of the Goods for that purpose; or if the problem is the result of normal wear and tear, misuse or intentional or careless damage. Please also note that you may not return Goods to Us under this Clause 9 merely because you have changed your mind. If you are a consumer in the European Union you have a statutory right to a 14 day cooling off period within which you can return Goods for this reason. Please refer to Clause 10 for more details.
- 9.4. To return Goods to Us for any reason under this Clause 9, you may do so in person during Our business hours of 1000 – 1600 or you may return them by post or another suitable delivery choice to Our Returns Address. We will be fully responsible for the costs of returning Goods under this Clause 9 and will reimburse you where appropriate.
- 9.5. Refunds (whether full or partial, including reductions in price) under this Clause 9 will be issued within 14 Calendar Days of the day on which We agree that you are entitled to the refund.
- 9.6. Any and all refunds issued under this Clause 9 will include all delivery costs paid by you when the Goods were originally purchased.
- 9.7. For full details of your rights and remedies as a consumer, please contact your local Citizens Advice Bureau or Trading Standards Office.

10. Your Right to Cancel If You Change Your Mind

- 10.1. As a consumer in the UK you have a statutory right to cancel your Contract with Us up to 14 Calendar Days after the Goods come into your physical possession (i.e. you or another person identified by you taking delivery of the Goods under sub-Clause 8.3). You may cancel your Contract and return the Goods to Us for any reason under this right. If you wish to cancel your Order before receiving Our Order Confirmation or if you wish to cancel the Contract after receiving the Order Confirmation but before We have dispatched the Goods, sub-Clauses 10.2, 10.3, 10.6 and 10.8 will apply.
- 10.2. If you wish to exercise your right to cancel under this Clause 10, you must inform Us of your decision. You may do so in any way that is convenient to you. Please ensure that you inform Us of your decision to cancel before the period in sub-Clause 10.1 expires. (Note that the cancellation period is defined as whole Calendar Days. If, for example, you send Us an email or a letter by 23:59 on the final day of the cancellation period, your cancellation will be valid and accepted.) If you wish to cancel an order, please contact Us:

10.2.1 By telephone on 0330 355 1286;

10.2.2 By email on info@ifsm.org.uk ; or

10.2.3 By post at Dunston Innovation Centre, Dunston Road, Chesterfield, S41 8NG.

10.3. We may ask you why you have chosen to cancel and may use any answers you provide to improve Our Goods and services; however, you are under no obligation to provide any details if you do not wish to.

10.4. You must return the Goods to Us no more than 14 Calendar Days after the day on which you have informed Us that you wish to cancel under this Clause 10.

10.5. You may return Goods to Us by post or another suitable delivery service of your choice to Our Returns Address. For Goods returned under this Clause 10 the cost of postage will be paid for by you.

10.6. Refunds under this Clause 10 will be issued to you within 14 Calendar Days of the following:

10.6.1. The day on which We receive the Goods back; or

10.6.2. The day on which you inform Us (supplying evidence) that you have sent the Goods back.

10.6.3. If We have not yet provided an Order Confirmation or have not yet dispatched the Goods, the day on which you inform Us that you wish to cancel the Contract.

10.7. Refunds under this Clause 10 may be subject to deductions in the following circumstances:

10.7.1. Refunds may subject to deductions for any diminished value in the Goods resulting from your excessive handling of them. For the purposes of this Clause 10, “excessive handling” means any more handling than is reasonably required to ascertain the nature and characteristics of the Goods in question (e.g. no more than would be permitted in a shop).

10.7.2. We will make no deductions for damage to delivery packaging (i.e. additional packaging into which We have placed the Goods in their original packaging such as bubble wrap and a brown box) but We may make deductions if the original packaging has been damaged (e.g. torn or otherwise unsealed in a way that would make it difficult or impossible to reseal the packaging and resell the Goods in “new” condition).

10.7.3. Standard Delivery charges (see sub-Clause 7.6) will be reimbursed in full along with the Price of the Goods, however We cannot reimburse any additional costs for Premium Delivery. If you chose a Premium Delivery option when you ordered the Goods, We will only reimburse the equivalent Standard Delivery costs as part of your refund.

10.8. Refunds under this Clause 10 will be made using the same payment method you used when ordering the Goods.

10.9. The following services are excluded from your statutory right to cancel:

10.9.1. Downloads and streaming services, before purchasing you will be asked to give confirmation that you are aware that you will lose your 14 days right to cancel.

10.9.2. The purchase of tickets for Technical Meeting events.

11. Event Refunds

Refunds will not be given for lower priced events such as Technical Meetings. However, a full refund will be given for all other higher priced events such as workshops and courses if two weeks or more notice is given. The transfer of tickets will be allowed to substitute delegates. However, if transferring from a member to a non-member, the additional cost will be payable. Tickets will be for that event only and not be transferable to future events. Refund policies will be displayed as follows:

11.1. Technical Meetings –

All sales for Technical meetings are non-refundable and excluded from your 14 days right to cancel. If you cannot attend the event, you may transfer your purchase to another person. Please contact events@ifsm.org.uk to notify them. When a transfer is made from a member to a non-member the additional cost is payable. If the event is rescheduled, all purchases will be honoured for the next event date, or a refund will be issued. On notification of a date change, please email your refund request in writing to events@ifsm.org.uk within 14 days. If the event is cancelled, all purchases will be refunded in full.

11.2. All events (excluding Technical Meetings) –

Refunds will be issued in full for refund requests received up to two weeks before the event date, please email your refund request in writing to events@ifsm.org.uk. Within two weeks of the event, no refunds will be issued, however, you may transfer your purchase to another person, please contact events@ifsm.org.uk to notify them of this transfer. When a transfer is made from a member to a non-member, any additional cost will be payable. If the event is rescheduled, all purchases will be honoured for the rescheduled event date or refunded in full. If the event is cancelled, all purchases will be refunded in full. After submitting your refund request in writing by email to events@ifsm.org.uk, please allow up to 30 business days to process your refund request.

12. Guarantee

11.1. As the seller of the Goods, We guarantee that for a period of 30 days from the date of delivery, the Goods will be free from material defects. This guarantee is subject to the exceptions listed in sub-Clause 11.2.

11.2. Our guarantee does not apply to any defects in the Goods caused by:

11.2.1 Normal wear and tear;

11.2.2 Deliberate damage and/or misuse of the Goods;

11.2.3 Accidental damage;

11.2.4 Failure to use the Goods in accordance with their instructions (where applicable); or

11.2.5 The alteration or repair of the Goods by you or any third party that is not authorised by Us.

11.3. Our guarantee exists in addition to your legal rights as a consumer. More information on your rights as a consumer can be obtained from your local Citizens Advice Bureau or Trading Standards Office.

13. Our Liability

13.1. We will be responsible for any foreseeable loss or damage that you may suffer as a result of Our breach of these Terms and Conditions or as a result of Our negligence (including that of Our employees, agents or sub-contractors). Loss or damage is foreseeable if it is an obvious consequence of Our breach or negligence or if it is contemplated by you and Us when the Contract is created. We will not be responsible for any loss or damage that is not foreseeable.

13.2. We only supply Goods for domestic and private use by consumers. We make no warranty or representation that the Goods are fit for commercial, business or industrial use of any kind (including resale). We will not be liable to you for any loss of profit, loss of business, interruption to business or for any loss of business opportunity.

13.3. Nothing in these Terms and Conditions seeks to limit or exclude Our liability for death or personal injury caused by Our negligence (including that of Our employees, agents or sub-contractors); or for fraud or fraudulent misrepresentation.

13.4. Nothing in these Terms and Conditions seeks to exclude or limit Your legal rights as a consumer. For more details of Your legal rights, please refer to Your local Citizens Advice Bureau or Trading Standards Office.

14. Events Outside of Our Control (Force Majeure)

14.1. We will not be liable for any failure or delay in performing Our obligations where that failure or delay results from any cause that is beyond Our reasonable control. Such causes include, but are not limited to: power failure, internet service provider failure, strikes, lock-outs or other industrial action by third parties, riots and other civil unrest, fire, explosion, flood, storms, earthquakes, subsidence, acts of terrorism (threatened or actual), acts of war (declared, undeclared, threatened, actual or preparations for war), epidemic or other natural disaster, or any other event that is beyond Our reasonable control.

14.2. If any event described under this Clause 13 occurs that is likely to adversely affect Our performance of any of Our obligations under these Terms and Conditions:

14.2.1. We will inform you as soon as is reasonably possible;

- 14.2.2. Our obligations under these Terms and Conditions will be suspended and any time limits that We are bound by will be extended accordingly;
- 13.2.3 We will inform you when the event outside of Our control is over and provide details of any new dates, times or availability of Goods as necessary;
- 13.2.4 If the event outside of Our control continues for more than 7 days We will cancel the Contract and inform you of the cancellation. Any refunds due to you as a result of that cancellation will be paid to you as soon as is reasonably possible;
- 13.2.5 If an event outside of Our control occurs and you wish to cancel the Contract, you may do so. Any refunds due to you as a result of such cancellation will be paid to you as soon as is reasonably possible.

15. Communication and Contact Details

- 15.1. If you wish to contact Us with general questions or complaints, you may contact Us by telephone at 0330 355 1286 or by email at info@ifsm.org.uk
- 15.2. For orders, payments and delivery please contact Us by telephone at 0330 355 1286 or by email at info@ifsm.org.uk

16. Complaints and Feedback

- 16.1. We always welcome feedback from Our customers and, whilst We always use all reasonable endeavours to ensure that your experience as a customer of Ours is a positive one, We nevertheless want to hear from you if you have any cause for complaint.
- 16.2. All complaints are handled in accordance with Our complaints handling policy and procedure, available on our website within our library section.
- 16.3. If you wish to complain about any aspect of your dealings with Us, please contact Us in one of the following ways:
 - 15.3.1 In writing, addressed to The Business Manager, Dunston Innovation Centre, Dunston Road, Chesterfield, S41 8NG.
 - 15.3.2 By email, addressed to The Business Manager at info@ifsm.org.uk.

17. How We Use Your Personal Information (Data Protection)

- 17.1. All personal information that We may collect (including, but not limited to, your name, address and telephone number) will be collected, used and held in accordance with the provisions of the General Data Protection Regulations (GDPR) and your rights under that Act.

17.2. We may use your personal information to:

15.2.1 Provide Our Goods and services to you;

15.2.2 Process your Order (including payment) for the Goods; and

16.3. We will not pass on your personal information to any third parties.

18. Other Important Terms

18.1. We may transfer (assign) Our obligations and rights under these Terms and Conditions (and under the Contract, as applicable) to a third party (this may happen, for example, if We sell Our business). If this occurs, you will be informed by Us in writing. Your rights under these Terms and Conditions will not be affected and Our obligations under these Terms and Conditions will be transferred to the third party who will remain bound by them.

18.2. You may not transfer (assign) your obligations and rights under these Terms and Conditions (and under the Contract, as applicable) without Our express written permission.

18.3. The Contract is between you and Us. It is not intended to benefit any other person or third party in any way and no such person or party will be entitled to enforce any provision of these Terms and Conditions.

18.4. If any of the provisions of these Terms and Conditions are found to be unlawful, invalid or otherwise unenforceable by any court or other authority, that / those provision(s) shall be deemed severed from the remainder of these Terms and Conditions. The remainder of these Terms and Conditions shall be valid and enforceable.

18.5. No failure or delay by Us in exercising any of Our rights under these Terms and Conditions means that We have waived that right, and no waiver by Us of a breach of any provision of these Terms and Conditions means that We will waive any subsequent breach of the same or any other provision.

19. Governing Law and Jurisdiction

19.1. These Terms and Conditions, the Contract, and the relationship between you and Us (whether contractual or otherwise) shall be governed by, and construed in accordance with the law of England & Wales.

19.2. As a consumer, you will benefit from any mandatory provisions of the law in your country of residence. Nothing in Sub-Clause 18.1 above takes away or reduces your rights as a consumer to rely on those provisions.

19.3. Any dispute, controversy, proceedings or claim between you and Us relating to these Terms and Conditions, the Contract, or the relationship between you and Us (whether

contractual or otherwise) shall be subject to the jurisdiction of the courts of England, Wales, Scotland, or Northern Ireland, as determined by your residency.

Version Control

Change Record

Date	Author	Version	Page	Reason for Change
12/01/24	H Hilton	V2	ALL	Updated to house style & contact details,. Added (non) member price details. Added streaming and ticket sales as exclusions. Doc No changed from PF022
27/06/24	R King / H Hilton	V3	10	Section 11 Event refunds added, transferred from 021A Misc Finance Policy. Refund notice changed from 4 wks to 2 wks.

Reviewers/contributors

Name	Position	Version Reviewed & Date
HH, RK, DW	Management Team	V2 – 12/01/24