



all about people

Terms and conditions

Credit card security

Refund Guarantee

BILD is totally committed to quality. If you have any problems with our goods or services, please tell us and we will do our best to put things right.

If for any reason you are not happy with your purchase please return it in good condition with a copy of the invoice or receipt within 30 days for a full refund.

Your rights to return goods are protected under the EU Distance Selling Directive which can be found at <http://www.hmso.gov.uk/si/si2000/20002334.htm>

Privacy policy

BILD does not disclose buyers' information to third parties other than when order details are processed as part of the order fulfilment. In this case, the third party will not disclose any of the details to any other third party.

Cookies are used on this shopping site to keep track of the contents of your shopping cart, to store delivery addresses if the address book is used and to store your details if you select the 'Remember Me' Option. They are also used after you have logged on as part of that process. You can turn off cookies within your browser by going to 'Tools | Internet Options | Privacy' and selecting to block cookies. If you turn off cookies, you will be unable to place orders or benefit from the other features that use cookies.

Remittance terms

Prices are subject to change without notice. Ownership of goods remains with BILD until the amount due is paid in full.

About us

BILD are completely dedicated to your total satisfaction. If you have any suggestions or comments please email us using the link on the store page.

Our Contact details:

British Institute of Learning Disabilities
Birmingham Research Park
97 Vincent Drive
Edgbaston
Birmingham
B15 2SQ
Tel: 0121 415 6960
Fax: 0121 415 6999
Email: enquiries@bild.org.uk

Registered charity number 1019663
Company number 2804429
VAT registration number 487 8535 82

Making a purchase

Buying goods or services could not be easier. Just browse our store, and add any items that you wish to buy into the shopping cart. After you have finished your selection, click on 'Checkout' and you will be asked for a few details that we need to be able to complete the order.

We accept credit card payment. Prices are in pounds sterling. If you are shopping from outside the United Kingdom, your credit card company will handle any currency conversions to your local currency.

When confirmation of order is received, this is to indicate that we have received your order. It does not indicate that a contract exists between us. We will indicate acceptance of your order, and hence a contract between us, when we send you an invoice. We have included this term to protect us in the case that a mistake has been made in pricing, we have inadvertently under-priced goods, or we are no longer able to supply a particular product for some reason. In the case of a change of price, we will always contact you first to ensure that the price is acceptable.

Delivery schedule

We will process your order right away. If you have ordered goods, we will normally send your order to you in three business days. If we anticipate a delay we will contact you.

Tax charges

Some BILD items are subject to VAT. For orders made from the UK or the European Union, the appropriate amount of VAT will be charged. All other orders are VAT free. Prices shown at the checkout will be the prices charged. Changes to VAT rates will be reflected in the total price paid.

Shipping and handling

Where a separate shipping charge is made, this will be made clear in the item description.

Conferences and events

All bookings are processed on a first come, first served basis and are accepted under the terms and conditions shown below.

For charged courses, attach a cheque, provide credit card details or confirm that you wish your organisation to be invoiced. Return the form to us by post or fax to the contact details shown.

We will endeavour to send you joining instructions no later than 14 days before the course, including course times, venue details and map.

Check the details of the joining instructions carefully to ensure they are as you expect. If you have not received any notification from us about your booking status at least 7 days before your chosen course please contact us. Without written notice from us, your place cannot be taken as confirmed.

If your choice of course date has reached maximum numbers, we will advise that you have been put on a waiting list providing a booking form has been received. We will write to you with full joining instructions if a place becomes available or if we are able to give you a place on any additional date arranged to cater for the waiting list delegates.

We will endeavour to meet any additional needs stated on your booking form in liaison with the venue.

We accept bookings up to the day before the course. For charged courses, no booking will be accepted unless the full fee accompanies the booking, an official body has agreed to be invoiced or payment has been made by credit card

Payment must be received before the start of the course or within 30 days of the invoice date, whichever is sooner. For international bookings payment must accompany the booking.

All requests to transfer or cancel a booking must be made in writing by fax, post or email. Requests to transfer bookings can be made at no charge up to 7 working days prior to the event, after 7 working days a £15.00 plus VAT administration charge will be made. All cancellations up to 14 working days prior to the event will be charged 50% of course fee plus VAT. Refunds will not be made where notice of cancellation does not reach BILD within 7 working days and will be charged at full course fee plus VAT.

We are happy to have a substitute delegate at no extra charge.

BILD reserves the right to amend and cancel if, for whatever reason, BILD is unable to deliver the advertised course. In these circumstances we will endeavour to give adequate notice. A full refund will be given to delegates in the event of a cancellation.

BILD is not responsible for costs incurred by a delegate when booking and/or attending a course nor in the event of cancellation by the delegate or by BILD.

The specification(s) covered and course content are clearly shown. BILD is not required to refund the course fee or other costs incurred by the delegate who have booked the course place in error.

January 2016

British Institute of Learning Disabilities

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