

Sales information

Please read the following before making your order with us.

Ordering

Purchasing products

Making a purchase from our website is very easy. There are two ways to order an item, by post or online.

To order by post, simply download and fill on our order form from the postal orders page and fill in your details. Post the completed form with your payment, or official order to the address provided on the form.

To order online, choose the item you want to purchase and click on the Google 'Buy Now' button, you will then be sent to a Google-hosted page to complete your purchase.

Orders placed online will be shipped within 7 days of receiving your order, postal orders will be shipped within 10 days of receipt of order.

Once your purchase is complete and you have received your order you will be entitled to unlimited online support for the products you have bought.

Returns and cancellations

Order cancellations and returns

To cancel an order you must inform us in writing, by letter, fax or email of your decision to cancel. To cancel by email please contact us at sales@speechleaps.co.uk with the subject line 'Cancel/Return Order' and clearly include your reference number as provided by Google Checkout (if you ordered online) and the name of the person/organisation who placed the order. Returns details and instructions will be emailed to you.

Products should be returned in their original packaging and addressed to 'Leaps & Bounds Multimedia Ltd. Returns, PO Box 40, Ashington, NE63 8YR'. The buyer must pay for the postage when returning items to us.

Cancellation and returns time limits

Orders can be returned unopened and unused at any time within 30 days from shipping date for any reason and a full refund or replacement will be issued within 30 days.

This does not affect your statutory rights.

Exceptions to returns and cancellation policy

There are no exceptions to our cancellations or returns policies.

Restocking or other fees

No other fees will be charged.

Shipping

Shipping methods and options offered

We only currently accept orders and ship to locations in the UK. In accordance with google guidelines orders placed online will be shipped within 7 days of receiving your order, postal orders will be shipped within 10 days of receipt of order.

All orders are sent by Royal Mail First Class.

Shipping rates

For single CD-ROM orders we charge Â£2 shipping to the UK, for orders of 2 or more CD-ROMs we charge Â£4 shipping to the UK.

Out of stock or backordered items

All items listed on our website are in stock unless otherwise indicated. If an item is indicated as out of stock please check back frequently to see when it becomes available again.

Unreceived orders

If you have not received your order within 30 days of the order being placed please contact us by emailing sales@speechleaps.co.uk with the subject line 'Unreceived Order' and clearly include your reference number as provided by Google Checkout (if you ordered online) and the name of the person/organisation who placed the order.

Overseas sales

We only currently accept orders and ship to locations in the UK.

Payment options

Payment methods accepted online

Google Checkout accepts major credit and debit cards, including VISA, VISA Electron, MasterCard, Switch/Maestro, and Solo. You will be asked to enter your credit or debit card information when you first sign up for Google Checkout and can select your preferred payment type during checkout.

How to use Google Checkout

With Google Checkout, you use a single username and password (instead of manually entering billing and shipping information) to complete purchases from our website. Checkout is a free service.

You browse our site and select the item you would like to purchase. When you choose the Google Checkout option, you will be sent to a Google-hosted page to complete your purchase by entering you username and password.

You can easily return to our site by clicking the link on the Google Checkout order confirmation page.

You only need to sign up once to enjoy fast, safe, and convenient purchases from Google Checkout merchant stores across the web. You can sign up during the purchase process on any Google Checkout merchant site.

How to buy with Google Checkout (<https://checkout.google.com/buyer/tour.html?hl=en-GB>).

Order confirmations

Google will send an order confirmation email to you when you make a purchase with us through Google Checkout. Google will also send you a shipping confirmation email after we have

confirmed your order.

Website security

For information on the security of our website please see our privacy policy. For information on Google Checkout security please see Google Checkout's Buyer help centre (<https://checkout.google.com/support/>)

Storage of customer information

We make every effort to secure your information and maintain your confidentiality to comply with the terms of the Data Protection Act. Please see our Privacy policy page for full details.

VAT details and product pricing

VAT stands for value added tax, which is charged on goods within the European Union (EU). In accordance with the laws governing members of the European Union, we are obliged to charge VAT on all orders delivered to destinations in member countries of the EU. The VAT rate for goods delivered to the UK is 17.5%.

Our VAT number is

For online ordering, a breakdown of costs is given next to each product, this is split into Product cost, Delivery charge, VAT and final price.