



One platform. One purpose. Real progress.

Terms of Use

Last Updated: 1st September 2025



Welcome to Edutech Zone. These Terms explain the agreement between you and Edutech Zone Ltd ("we", "our", "us") when you purchase products or services from us, including through our school or Trust partner portals. By placing an order, you agree to these Terms.

1. About Us & Where to Find Information

You can find everything you need to know about us and our products on our website before you order. We also confirm key order details in writing by email or through your online account.

Our Service Lines

- **Edutech Choices** – Fully managed 1:1 device schemes for students and staff.
- **Edutech Select** – Online device stores with approved models for direct purchase.
- ✚ **Edutech Support+** – 24/7 support portal with repair, warranty, and accidental damage claim management.
- ✓ **Edutech Shield** – Extended mechanical warranty and accidental damage cover.

Contact: support@edutechstore.zone

2. Orders & Payments

Payment terms depend on the product or service:

- **Direct Purchase (Edutech Select):** Payment is taken in full at the time of order or via any personal finance that may be made available.
- **Edutech Choices:** Payment may be via parent direct debit, upfront school funding, or other agreed finance models.
- **Support+ & Shield:** Payment terms as agreed in your service agreement or renewal plan.

We may reject an order if a product is out of stock, incorrectly priced, or otherwise unavailable. You own the product once payment is received in full (unless otherwise agreed in a lease or rental agreement).

If VAT rates change between your order date and delivery, we will adjust your payment unless already paid in full.

3. Delivery

- If agreed, products may be delivered directly to your school or Trust, who may accept delivery on your behalf.
- The school is responsible for inspecting the delivery and passing devices to the intended users, unless otherwise stated in your agreement.

4. Cancelling Your Order

You may cancel for a full refund any time before delivery. Contact support@edutech.zone to arrange cancellation or exchange.

5. If There's a Problem with Your Product

If your product is faulty or not as described, contact our support team. We will meet all legal requirements to provide goods that are as described, fit for purpose, and of satisfactory quality.

6. Changes to Products & Terms

We may make changes to:

- Reflect legal or regulatory updates
- Make minor technical improvements that don't affect usability

7. Suspending or Withdrawing Supply

We may suspend supply to:

- Fix technical problems
- Make legal or safety updates

If suspension lasts over 14 days, you can cancel for a refund.

8. Liability

We are responsible for losses caused by us, except where the loss is:

- Unexpected and unforeseeable
- Caused by events outside our control
- Something you could have avoided by following our instructions
- A business loss (if the product is used for trade or professional purposes)

9. Use of Personal Data

Your personal data will be processed according to our Privacy Policy, which explains how we handle information for all Edutech Zone services, including Choices, Select, Support+, and Shield.

10. Governing Law

These Terms are governed by English law. You may bring claims in the courts of England, Wales, Scotland, or Northern Ireland, depending on where you live.

11. Contact Us

support@edutech.zone