

# Part C – Map Shop Terms of Sale and Supply

## 1 About the Shop

The Shop allows you to purchase a wide range of products, including the full range of OS Explorer maps and OS Landranger maps, as well as GPS devices, map related products and outdoor accessories of some of the best-known manufacturers in the industry. Part B sets out the terms and conditions which apply to subscriptions for the OS Maps service. This Part C sets out the additional terms and conditions which apply to your purchase of any products (including any digital products, subscriptions, services or downloads) from the Shop.

## 2 Images

The images of the products on the Shop are for illustrative purposes only. Although we make every effort to display the colours accurately, we cannot guarantee that the images accurately reflect the colour of the products or the packaging. Your products and/or packaging may vary slightly from those images.

## 3 Contract Formation

a. Sending us your order does not create a binding contract. Except in the case of digital downloads where a contract is formed when you start to download data, all orders are subject to acceptance by us. We will send you an e-mail confirming your order and it is at this stage the contract between us is formed.

b. If your order comprises of more than one item, you may receive a separate email confirming your order for each item and each email and corresponding order confirmation will form a separate contract of sale for the item specified in that email.

c. If your order is made over the telephone, and we are able to confirm that the item is in stock, a contract is formed. If we need to check our stock levels then a contract is formed when we either send you an e-mail confirming your order or telephone you to confirm your order.

d. All products shown on the Shop are subject to availability. We will inform you by email or telephone if we are unable to fulfil your order for any reason.

## 4 Delivery Times

a. The majority of our products, including OS Custom Made maps, are delivered within the UK using standard delivery by Royal Mail: [www.os.uk/shop/delivery.html](http://www.os.uk/shop/delivery.html). Custom Made canvas products and framed Custom Made maps will be delivered using Parcel Force 48, and will require a signature on delivery.

b. Products delivered outside of the UK will be sent by Royal Mail Airmail. Custom Made canvas products and framed Custom Made maps are not available for delivery outside of the UK.

c. OS Custom Made maps are dispatched on the next working day if ordered before 2pm on a working day or dispatched on the second following working day if ordered after 2 pm or on a non-working day. Custom Made canvas products and framed Custom Made maps are dispatched 7-10 days from our confirmation of accepting your order.

d. Delivery times are estimates and are not guarantees. However, in all cases you may request a refund if your order does not arrive within 30 days, unless you have placed an advance order for a product and you have been informed of any delays before purchasing.

e. If your order (or part of it) is out of stock, we will provide you with a refund for the out of stock products. Unfortunately, we cannot retain back orders for fulfilment at a later date.

f. All deliveries are made to the address provided in your order. Courier deliveries must be signed for and are made on working days, normally between the hours of 8 am and 5 pm. The precise timing of delivery cannot be specified.

[View all of our current delivery options and rates](#)

## 5 Prices and Payment

a. Prices include VAT, but exclude delivery costs (unless otherwise stated), which will be added to the total payable before you place your order. You are given the option of correcting any errors before you confirm your order to us. We will charge your credit card, debit card or Paypal account at the time of checkout.

b. Prices are liable to change at any time. Price changes will not be applied to orders where a dispatch confirmation email has already been sent.

c. If we have made a pricing error by displaying a price which is lower than the correct price, we will either contact you before dispatching the product to give you the opportunity to buy the product at the correct price or reject your order.

d. If we have displayed an incorrect higher price, we will confirm the correct price to you in the dispatch confirmation email, dispatch the product and refund the difference to your credit card, debit card or Paypal account (depending on the payment method you used).

## 6 Cancelling your contract

a. If you are a consumer, you have the legal right to cancel your contract under the *Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013*. This means that if you change your mind or for any other reason you decide you do not want to keep a product, you can notify us of your decision to cancel the contract and receive a refund within the period set out in paragraph 6(b) below.

b. Unless your product is one of the non-refundable products set out in paragraph 8 below, you may cancel your contract for any reason before the end of the 14 calendar day period beginning on the day you receive the product(s). Except where you cancel your OS Maps subscription, if you do cancel your contract within the 14 calendar day period, we will refund the purchase price, standard delivery charges and the cost of posting the product to us within 14 calendar days of us receiving the product. If you cancel your OS Maps subscription within 14 calendar days of it being made available to you then you will receive a full refund of your subscription less a £3 administration fee.

c. To cancel your contract, please contact our Customer Service Centre using the [cancellation form](#) and e-mail it to us at [customerservices@os.uk](mailto:customerservices@os.uk) or telephone Customer Services on 0345 4560420 to advise us that you wish to cancel your contract. You must then return the product to us in good condition to the address advised by Customer Services. Your cancellation is effective from the date you send us the contact form or e-mail.

d. If you cancel a contract for products you have purchased using a multi-buy offer or similar promotional offer, we shall refund the pro rata amount paid for the product under the offer.

e. Advice about your legal right to cancel the contract is available from your local Citizens' Advice Bureau or Trading Standards office.

## 7 Damaged, defective or incorrectly supplied products

a. If your product is damaged, defective or is incorrectly supplied, please contact our Customer Services Centre using our contact form or e-mail us at [customerservices@os.uk](mailto:customerservices@os.uk). Please quote your order details and order number.

b. You must return the product to us in good condition to the address advised by our Customer Services. If we are satisfied that a product is damaged, defective or incorrectly supplied, we will contact you to give you the option to either receive a full refund or a replacement product (if a replacement product is available).

c. As a consumer, you have legal rights in relation to products that are faulty or not as described. Advice about your legal rights is available from your local Citizen's Advice Bureau or Trading Standards Office. Nothing in our Shop Terms of Sale and Supply will affect these rights.

## 8 Non-refundable products

You may not cancel a contract for any products which have been supplied to your specification or the product types below (unless the product is damaged, defective or incorrectly supplied):

- i. OS Custom Made maps (including Custom Made canvas products and framed Custom Made maps);
- ii. Digital downloads, including digital mapping and walking routes or any other digital products once you have started the download;
- iii. Unsealed computer software or audio/video recordings;
- iv. Safety equipment which has been removed from its packaging (such as climbing gear).

## 9 OS Custom Made maps and digital products

a. We cannot accept titles or subtitles or images for OS Custom Made maps which contain inappropriate language or images, or anything that, in our opinion, could be offensive or may amount to an infringement of third party copyright or other intellectual property rights. This is because your title, subtitle or image will appear alongside our branding.

Please ensure you provide accurate information that we require for Custom Made maps, Custom Made canvas products and framed Custom Made maps as we cannot make any amendments once we issue you with confirmation of our acceptance. No refunds will be given for errors you fail to notify us of prior to our acceptance of your order.

b. If we consider that your title or subtitle or image contravenes paragraph 9(a) above, we may reject your order after you have checked out. If we do so, we will contact you by email requesting that you re-order your map and/or we may ask you to provide confirmation that you either own or have the appropriate consent of the copyright owner to use the image, title or subtitle that you wish to use.

c. Notwithstanding paragraph 9(b) above, if you do not own the copyright or have the appropriate consent from the copyright owner to use the image, title or subtitle then you shall be entirely responsible for any costs or liability incurred by us. It is your responsibility to ensure that you either own or have the right to use any title, subtitle or image.

d. We grant you a perpetual, non-exclusive, non-transferable licence (without rights to sub-license any third party) to use the digital products sold by us in PDF format only for your personal non-commercial use.

## 10 Age restrictions of products

Certain products in the Shop may only be purchased if you satisfy the legal age requirement for that product. We are not allowed by law to supply these products to you if you do not satisfy these age requirements. If you are underage please do not attempt to order these products through our Shop. We will publish any age restrictions against the relevant products and reserve the right not to dispatch any product where we are not reasonably satisfied that you are old enough to purchase the product.

## 11 Our Liability

a. We warrant that all products you purchase from us will comply with their description, be of satisfactory quality and be reasonably fit for their purpose.

b. Our liability for losses you suffer as a result of us breaching this agreement is limited to the price you have paid for the product together with any losses which are a foreseeable consequence of us breaching the agreement. Losses are foreseeable where, at the time your order is accepted, they could be expected by you and us to occur as a result of a breach.

c. We are not responsible for (i) any indirect or consequential losses which could not be reasonably expected to you or us when the contract for the sale of products was formed; (ii) losses that were not caused by any breach on our part or (iii) any business loss (including loss of profits, revenue, contracts, anticipated savings, data, goodwill or wasted expenditure).

## 12 Applicable Law

These terms are governed by the laws of England and the exclusive jurisdiction of the English courts.

## 13 Our Contact Details

Ordnance Survey Leisure Limited, Explorer House, Adanac Drive, Southampton, SO16 0AS.

### Website terms and conditions

- > [Terms and conditions](#)
- > [Part A – General Terms of Use](#)
- > [Part B – OS Maps Terms](#)
- > [Part C – Map Shop Terms of Sale and Supply](#)

#### Popular links

- [Map shop](#)
- [OS Maps](#)
- [Careers](#)
- [Desktop wallpaper](#)
- [MapZone](#)
- [Map symbols](#)
- [Cymraeg \(Welsh\)](#)

#### Top products

- [OS MasterMap](#)
- [OS OpenData](#)
- [AddressBase](#)
- [OS VectorMap](#)
- [OS Places](#)
- [Choose a product](#)
- [Try our data](#)
- [Get a quote](#)

#### Get help

- [Online support](#)
- [Email us](#)
- [Phone us: 03456 05 05 05](#)  
(Mon-Fri, 8:30am-5:30pm)

#### Connect with OS

- [Facebook](#)
- [Twitter](#)
- [Instagram](#)
- [YouTube](#)
- [LinkedIn](#)