



# Digital Products and Licensing Terms

Last updated: 22 April 2026

## Decimal Education Digital Products and Licensing Terms

These Digital Products and Licensing Terms apply to all digital products, downloads, support packs, templates, guides, documents and similar resources sold or supplied by Decimal Education.

These terms should be read alongside the Decimal Education Terms and Conditions, Privacy and Cookies Policy, and Refunds, Cancellations and Rescheduling Policy.

### 1. About these terms

Decimal Education sells digital products and resources through its website and related sales channels.

By purchasing, downloading or using a Decimal Education digital product, you agree to these Digital Products and Licensing Terms.

### 2. What counts as a digital product

For the purposes of these terms, digital products include, for example:

- downloadable documents
- topic tests and answers
- course notes
- model answers
- support packs
- templates
- guides
- revision resources
- digital teaching materials
- similar emailed or electronically delivered resources

### 3. Delivery of digital products

Digital products are supplied electronically.

Unless Decimal Education says otherwise, digital products are delivered by email after payment has been confirmed.

Decimal Education may also provide access instructions, download links or file transfers where appropriate.

Customers are responsible for:

- entering the correct email address
- checking spam or junk folders
- contacting Decimal Education if delivery has not been received within a reasonable time

#### 4. Timing of delivery

Decimal Education will aim to send digital products promptly after payment has been confirmed.

Where a product is described as a pre-order, coming soon, bespoke item or delayed-release product, delivery will take place according to the description given at the time of purchase or by later communication.

#### 5. Licence granted to the buyer

When a digital product is purchased, Decimal Education grants the buyer a limited, non-exclusive, non-transferable licence to use that product only in the way allowed by these terms.

The licence granted depends on the type of buyer.

#### 6. Individual and personal-use licence

Unless expressly stated otherwise, a digital product purchased by an individual is for that buyer's personal use only.

This means it may be used by the buyer for their own study, preparation, tutoring support or personal educational use, but it must not be:

- shared with friends, classmates, other families or other tutors
- uploaded to shared drives, forums, websites or platforms
- copied for wider circulation
- redistributed in any format
- resold or commercially exploited

#### 7. School, classroom and department use

Where a school, department or other educational organisation buys a digital product under a school licence, the resource may be used within that buyer's own classroom, department or school only.

Unless Decimal Education expressly agrees otherwise in writing, school-licensed resources must not be:

- shared outside the purchasing school
- supplied to another school, trust, tutor or organisation
- uploaded publicly
- sold on
- distributed beyond the permitted internal use

#### 8. Intellectual property ownership

All intellectual property rights in Decimal Education products and resources remain the property of Decimal Education unless expressly agreed otherwise in writing.

This includes, for example:

- text
- layout
- structure
- branding
- graphics
- frameworks
- templates
- slides
- question sets
- answers
- model responses
- educational methods and original wording

Buying a digital product does not transfer ownership of the intellectual property to the buyer.

#### 9. No copying, redistribution or unauthorised sharing

Unless Decimal Education has given prior written permission, customers must not:

- copy digital products for other people
- share login, download or email access
- upload products to any website, platform, shared drive or AI tool for public or third-party use

- distribute products to non-buyers
- resell products in full or in part
- remove Decimal branding or claim authorship

#### 10. Use in sessions and support

Where digital materials are provided as part of a service, session or package, they are supplied for the use of the booked client or permitted attendees only unless Decimal Education states otherwise.

They must not be copied, forwarded or reused outside the agreed purpose.

#### 11. Product descriptions and reasonable expectations

Decimal Education will aim to describe digital products clearly and accurately.

Customers are responsible for checking that a product suits their qualification, specification, level and purpose before purchasing.

If you are unsure whether a product is suitable, you should contact Decimal Education before buying.

#### 12. No recording or screenshot rights created by purchase

Buying a digital product does not create any permission to:

- record related sessions
- take screenshots of protected materials where not permitted
- reuse materials outside the licence granted
- extract or republish parts of the content for wider use

#### 13. Refunds for digital products

Decimal Education does not normally offer refunds for digital products once delivery has begun.

Because digital products are supplied electronically, the normal cancellation right can be affected once delivery starts if the customer has agreed to immediate delivery and acknowledged that this affects their cancellation rights. Decimal Education intends its checkout and sales process to reflect this approach.

However, this does not remove any statutory rights a consumer may have if digital content is faulty, not as described or not fit for purpose. Under the Consumer Rights Act 2015, digital content supplied to consumers must conform to the contract, including being of satisfactory quality, fit for purpose and as described.

#### 14. Mistaken or duplicate purchases

If you believe you have made a mistaken or duplicate purchase, contact:  
support@decimaleducation.co.uk

Decimal Education will review the situation reasonably.

The starting position is:

- no refund
- but Decimal Education may, at its discretion, offer store credit instead

Any store credit offered:

- is at Decimal Education's discretion
- is valid for 30 days from issue
- may only be used for digital resources
- cannot normally be exchanged for cash

#### 15. Faulty or misdescribed digital products

If you believe a digital product is faulty, incomplete, inaccessible, significantly not as described, or otherwise defective, contact:  
support@decimaleducation.co.uk

Decimal Education will review the issue reasonably and may, depending on the circumstances:

- resend the file
- provide a corrected version
- provide a replacement
- offer an appropriate refund or price reduction where legally required

If a consumer is entitled to a refund for digital content, the Consumer Rights Act 2015 provides that the refund must be given without undue delay and in any event within 14 days beginning with the day on which the trader agrees the consumer is entitled to a refund.

#### 16. Access and storage

Customers are encouraged to save and store digital products safely after delivery.

Decimal Education may not keep indefinite download portals or repeat-delivery systems in place for every product.

Where reasonably possible, Decimal Education may assist with re-sending a product, but this is not guaranteed indefinitely.

#### 17. Product updates and revisions

Decimal Education may update, improve, revise or replace products over time.

Unless expressly stated otherwise, purchase of a product does not automatically entitle the buyer to all future versions, updates or expansions of that product.

#### 18. Bespoke or custom digital work

Where a digital product is bespoke, adapted or created for a particular customer, school or department:

- Decimal Education retains intellectual property ownership unless expressly agreed otherwise in writing
- the buyer receives only the licence expressly agreed
- revised scope, extra work or additional permissions may result in additional charges

#### 19. Right to refuse supply

Decimal Education may refuse or withdraw the supply of a digital product where reasonably necessary, including for example where:

- payment has not been received
- the product listing contains an obvious error
- the intended use appears to breach these terms
- the order raises misuse, licensing or legal concerns

If Decimal Education refuses supply after payment has been made and no delivery has started, an appropriate refund will be given.

#### 20. Governing law

These Digital Products and Licensing Terms are governed by the law of England and Wales.

Any disputes will be subject to the courts of England and Wales.

#### 21. Contact

For questions about digital products or licensing, please contact:  
support@decimaleducation.co.uk