



Change log:

Document created	V1.0.0	02/08/2016
Updated to reflect changes of company ownership from CDM EDUCATION LTD to CRAIGNDAVE LTD	V1.0.1	02/11/2018
Updated to reflect changes to voucher allocation	V1.0.2	12/09/2019
Updated to reflect a clear policy on the stages we take for non-payment	V1.0.3	08/11/2019
Updated to make it more explicit that use of bots for automated use is prohibited	V1.0.4	22/05/2021
Updated to clarify terms regarding refunds/credits for unused expired vouchers	V1.0.5	02/06/2023
Updated to clarify limits and conditions of refunds / exchanges for unused expired vouchers	V1.1.0	10/06/2024
+ Section 15 now links to our new data protection centre: a place for our new data protection documents.		

TERMS AND CONDITIONS V1.1.0

Smart Revise

Part 1: Overview and meaning of words

Section one: overview

The Smart Revise site and the Service(s) it provides is/are operated by CRAIGNDAVE LTD. Throughout the site, the terms "we", "us" and "our" refer to CRAIGNDAVE LTD. CRAIGNDAVE LTD offers this website and its associated Service (referred to as Smart Revise), including all information, tools and services available from this site to you, the user, conditioned upon your acceptance of all terms, conditions, policies and notices stated here.

By visiting our site and/or purchasing something from us, you engage in our "Service" and agree to be bound by the following Terms and Conditions ("Terms and Conditions", "Terms") including those additional Terms and Conditions and policies referenced herein and/or available by hyperlink. These Terms and Conditions apply to all users of the site including, without limitation, users who are browsers, vendors, customers, merchants, and/or contributors of content.

Please read these Terms and Conditions carefully before accessing or using our website. By accessing or using any part of the site, you agree to be bound by these Terms and Conditions. If you do not agree to all the Terms and Conditions of this agreement, you may not access the website or use any services. If these Terms and Conditions are considered an offer, acceptance is expressly limited to these Terms and Conditions.

Any new features or tools added to the current Service(s) will also be subject to these Terms and Conditions. You can review the most current version of the Terms and Conditions at any time on this page. We reserve the right to update, change or replace any part of these Terms and Conditions by posting updates and/or changes to our website. It is your responsibility to check this page periodically for changes. Your continued use of or access to the website following the posting of any changes constitutes acceptance of those changes.

We reserve the right to refuse service to anyone for any reason at any time.



You understand that your content (not including credit card information) may be transferred unencrypted and involve (a) transmissions over various networks; and (b) changes to conform and adapt to technical requirements of connecting networks or devices. Credit card information is always encrypted during transfer over networks.

You agree not to reproduce, duplicate, copy, sell, resell or exploit any portion of the Service, use of the Service or access to the Service or any contact on the website through which the Service is provided without express written permission from us.

Section Two: meaning of words used by us

Agreement

This refers to the entire Terms and Conditions document and any related documents referred to as part of the Terms and Conditions.

Course Voucher, Course Pack, Revision Pack or Smart Revise Course

This refers to a unique set of questions related to one single course. These are specific to a relevant Examination Body and each have an associated course expiration date that matches the date provided by the Examination Body.

Voucher

This refers to a unique electronic code generated by a Teacher User for providing to a Student User.

Help Centre

This refers to our online helpdesk website, which holds all our documentation, policies, help articles and other FAQs: support.craigndave.co.uk

Intellectual Property Rights

A property right that can be protected by law. This includes copyrightable works, ideas, discoveries and inventions. It also relates to intangible property such as patents, trademarks, copyrights and trade secrets.

Licence

The licence for Student Users or Teacher Users to use Smart Revise granted to a Teacher User/School or Student User under these Terms and Conditions.

Licence Fee or Subscription Fee

This refers to the total amount payable amount by the school or individual Student User for use of Smart Revise as set out from the Smart Revise order screen and website product pricing page.

Licence Period

This refers to the duration of the Licence granted to the teacher or Student User.

Privacy Policy



This refers to the policy displayed through our product, website and help desk documentation that details how we collect and store personal data and comply with Data Protection regulations.

Expiry Date

This refers to the date the current Licence Period is due to expire.

Smart Revise

This refers to the actual online product designed by CRAIGNDAVE LTD to assist students with learning and revision.

Smart Revise Order Form

This refers to the in-built product ordering process through which users purchase Revision Packs.

Student User

This refers to the individual named person who is participating in any Smart Revise Course or who has been granted access to a Smart Revise Course via a Course Pack purchased by themselves privately or by their school/institution.

Teacher User

This refers to the individual teacher who is authorised to use Smart Revise.

Teacher, Student, "you", "your" and "yours"

This refers to the Teacher User or Student User named on the Smart Revise order.

Terms and Conditions

This refers to these Terms and Conditions found in this document, which forms the basis on which we licence the Smart Revise product to you.

"We", "us" and "our"

This refers to CRAIGNDAVE LTD.

Website

This refers to the various websites we use to advertise and operate our product from. These include: www.smartrevise.co.uk and www.smartrevise.online.

Part 2: General Terms and Conditions

Section three: accuracy, omissions, completeness and timeliness of information

Great care has been taken to ensure that information we provided on this website and Smart Revise in general, is correct, accurate and error-free. Occasionally there may be information on our site or in the Service that contains typographical errors, inaccuracies or omissions that may relate to product descriptions, Service information, pricing, promotions, offers, charges, etc. We reserve the right to correct any errors, inaccuracies or omissions, and to change or update information or cancel orders if any information in the



Service or on any related website is inaccurate at any time without prior notice (including after you have submitted your order).

We undertake no obligation to update, amend or clarify information in the Service or on any related website including, without limitation, pricing information, except as required by law. No specified update or refresh date applied in the Service or on any related website should be taken to indicate that all information in the Service or on any related website has been modified or updated.

We are not responsible if information made available on our Website or through our Service is not accurate, complete or current. The material on this site is provided for general revision information only and should not be relied upon or used as the sole or primary basis for learning and/or revision. Any reliance on the material on this site is at your own risk.

This site may contain certain historical information. Historical information, necessarily, is not current and is provided for your reference only. We reserve the right to modify the contents of this site at any time, but we have no obligation to update any information on our site. You agree that it is your responsibility to monitor changes to our site.

The adding, removing and updating of Course Packs is at our sole discretion.

Section four: accuracy of billing/account information and security of your payment information

We reserve the right to refuse any order you place with us. We may, at our sole discretion, limit or cancel quantities purchased per person (student or teacher) or per order. These restrictions may include orders placed by or under the same customer account, the same credit card and/or orders that use the same billing address. In the event we make a change to or cancel an order, we may attempt to notify you by contacting you via the contact email address provided at the time the order was made. We reserve the right to limit or prohibit orders that, in our sole judgment, appear to be placed for purposes other than those expressly permitted under these Terms and Conditions.

You agree to provide current, complete and accurate purchase and account information for all purchases made with us. You agree to promptly update your account and other information including your email address so we can complete your order(s) and contact you as needed.

When you place purchases with us online using a debit/credit card, the details will be encrypted to prevent the possibility of someone being able to read them as they are sent over the internet.

Your credit card company may also apply additional security checks

Section five: services

From time to time, certain additional products or services may be available exclusively online through the website. These products or services may have limited quantities. If they are subject to any additional Terms and Conditions, these will be clearly stated on the web page for the appropriate product or Service.

We have made every effort to display any colours and images on our Website as accurately as possible. We cannot guarantee that your computer monitor's display of any colour will be accurate.



We reserve the right, but are not obligated, to limit the sales of our products or services to any person, geographic region or jurisdiction. We may exercise this right on a case-by-case basis. We reserve the right to limit the quantities of any products or services that we offer. All descriptions of products/services or product/service pricing are subject to change at any time without notice and at our sole discretion. We reserve the right to discontinue any product at any time. Any offer for any product or Service made on this site is void where prohibited.

Section six: optional tools

We may provide you with access to third-party tools or recommend third-party products or services that we neither monitor nor have any control over or input into.

You acknowledge and agree that we provide access to such tools and services "as is" and "as available" without any warranties, representations conditions or endorsements of any kind. We will have no liability whatsoever arising from or relating to your use of optional third-party services.

Any use by you of optional tools or services offered through the site is entirely at your own risk and discretion, and you should ensure you are familiar with and approve of the Terms and Conditions provided by relevant third parties.

In the future, we may offer new services and/or features through the website including new tools and resources. These features and/or services will also be subject to these Terms and Conditions.

Section seven: third-party links

Certain content, products and services available via our Service may include materials from third parties. Third-party links on this site may direct you to third-party websites that are not affiliated with us. We are not responsible for examining or evaluating the content or its accuracy, and we do not warrant and will not have any liability or responsibility for the contents of any third-party websites, materials, products or services.

We are not liable for any harm or damages related to the purchase or use of goods, services, resources, content or any other transactions made via any third-party websites. Please carefully review the third party's policies and practices and make sure you understand them before you engage in any transaction. Complaints, claims, concerns or questions regarding third-party products should be directed to the third party.

Section eight: user comments, feedback and other submissions

If, at our request, you send certain specific submissions (for example, contest entries) or without a request from us you send creative ideas, suggestions, proposals, plans or other materials via email, post or any other medium (collectively, "comments"), you agree that we may, at any time, without restriction, edit, copy, publish, distribute, translate and otherwise use any comments you forward to us. We are and will be under no obligation (i) to maintain any comments in confidence; (ii) to pay compensation for any comments; or (iii) to respond to any comments.

We may, but have no obligation to, monitor, edit or remove content we determine to be unlawful, offensive, threatening, libellous, defamatory, pornographic, obscene or otherwise objectionable or violates any party's intellectual property or these Terms and Conditions.



You agree that your comments will not violate any right of any third party including copyright, trademark, privacy, personality or other personal or proprietary right. You further agree that your comments will not contain libellous or otherwise unlawful, abusive or obscene material, or contain any computer virus or other malware that could affect the operation of the Service or any related website. You may not use a false email address, pretend to be someone other than yourself or otherwise mislead us or third parties as to the origin of any comments. You are solely responsible for any comments you make and their accuracy. We take no responsibility and assume no liability for any comments posted by you or any third party.

Section nine: prohibited uses under your license

In addition to other prohibitions set out in these Terms and Conditions, you are prohibited from using the Smart Revise product, its site or its content:

- via the use of bots or other automated methods;
- for any unlawful purpose;
- to solicit others to perform or participate in any unlawful acts;
- to violate any international, national, county or local regulations, rules, laws, or local ordinances;
- to infringe upon or violate our intellectual property rights or the intellectual property rights of others;
- to license, sublicense, sell, resell, transfer, assign, distribute or otherwise commercially exploit or make Smart Revise available to any third party
- to modify or make derivative works;
- to embed the Service as an "iframe" or "frame" within another application;
- to produce or assist in producing a competitive product or Service, or that of a third party including but not limited to:
 - reverse-engineering Smart Revise; or
 - using concepts, features, functions, graphics, algorithms or underlying database structures that are the same as or largely similar to those from Smart Revise
- to harass, abuse, insult, harm, defame, slander, disparage, intimidate, or discriminate based on gender, sexual orientation, religion, ethnicity, race, age, national origin or disability;
- to submit false or misleading information;
- to upload or transmit viruses or any other type of malicious code that will or may be used in any way that will affect the functionality or operation of the Service or of any related website, other websites, or the internet;
- to collect or track the personal information of others;
- to spam, phish, pharm, pretext, spider, crawl, or scrape;
- for any obscene or immoral purpose; or



- to interfere with or circumvent the security features of the Service or any related website, other websites, or the internet.

We reserve the right to terminate your use of the Smart Revise Service or any related Service we provide for violating any of the prohibited uses or other aspects of these Terms and Conditions.

Section ten: Disclaimer of warranties; limitation of liability

We do not guarantee, represent or warrant that your use of our Service will be uninterrupted, timely, secure or error-free.

We do not warrant that the results that may be obtained from the use of the Service will be accurate or reliable.

You agree that, from time to time, we may remove the Service for indefinite periods of time or cancel the Service at any time without prior notice. This will typically be for short periods of time (less than an hour) for maintenance and updates. We will endeavour, but give no guarantees, to keep any planned downtime to a minimum and outside of standard UK teaching times.

You expressly agree that your use of, or inability to use, the Service is at your sole risk. The Service and all products and services delivered to you through the Service are (except as expressly stated by us) provided "as is" and "as available" for your use without any representation, warranties or conditions of any kind, either express or implied, including all implied warranties or conditions.

We disclaim any and all liability to you for Smart Revise and Course Packs to the fullest extent permissible under applicable law. This does not affect your statutory rights as a consumer.

We cannot guarantee or warrant to you or a student that a Smart Revise course is suitable for you or a particular student. The use of Smart Revise and the materials provided is entirely at your (and the student's) own risk.

In no case will CRAIGNDAVE LTD, our directors, officers, employees, affiliates, agents, contractors, interns, suppliers, service providers or licensors be liable for any injury, loss, claim or any direct, indirect, incidental, punitive, special or consequential damages or any kind including, without limitation, lost profits, lost revenue, last savings, loss of data, replacement costs or any similar damages, whether based in contract, tort (including negligence), strict liability or otherwise, arising from your use of any of the Service or any products procured using the Service, or for any other claim related in any way to your use of the Service or any product including but not limited to any errors or omissions in any content or any loss or damage of any kind incurred as a result of the use of the Service of any content (or product) posted, transmitted or otherwise made available via the Service, even if advised of their possibility.

If we are found liable for any loss or damage to you, such liability is limited to the amount you have paid for the relevant Smart Revise Course Pack.

Section eleven: indemnification

You agree to indemnify, defend and hold CRAIGNDAVE LTD and our parent, subsidiaries, affiliates, partners, officers, directors, agents, contractors, licensors, service providers, subcontractors, suppliers, interns and



employees harmless from any claim or demand, including reasonable legal fees, made by any third party due to or arising out of your breach of these Terms and Conditions or the documents they incorporate by reference, or your violation of any law or rights of a third party.

Section twelve: severability

In the event that any provision of these Terms and Conditions is determined to be unlawful, void or unenforceable, such provision will still be enforceable to the fullest extent permitted by applicable law, and the unenforceable portion will be deemed to be severed from these Terms and Conditions. Such determination will not affect the validity and enforceability of any remaining Terms.

Section thirteen: termination

The obligations and liabilities of the parties incurred prior to the termination date will survive the termination of this agreement for all purposes.

These Terms and Conditions are effective unless and until terminated by either you or us. You may terminate these Terms and Conditions at any time by notifying us that you no longer wish to use our services or when you cease using our site.

If, in our sole judgment, you fail or we suspect that you have failed to comply with any provision of these Terms and Conditions, we also may terminate this agreement at any time without notice and you will remain liable for all amounts due up to and including the date of termination; and/or accordingly may deny you access to our services (or any part thereof).

Section fourteen: entire agreement

The failure of us to exercise or enforce any right or provision of these Terms and Conditions will not constitute a waiver of such right or provision.

These Terms and Conditions and any policies or operating rules posted by us on this site or in respect to the Service constitutes the entire agreement and understanding between you and us and governs your use of the Service, superseding any prior or contemporaneous agreements, communications and proposals, oral or written, between you and us including but not limited to any prior versions of the Terms and Conditions.

Any ambiguities in the interpretation of these Terms and Conditions will not be construed against the drafting party.

Section fifteen: how we use your information and your privacy rights

We request the minimum amount of information from you to enable us to provide you with the Service. Any information you supply, you agree to do so in an accurate and complete way.

In supplying us with your information, you thereby authorise us to use, store or otherwise process your personal information to operate Smart Revise and supply you with Course Packs, further development of Smart Revise and for marketing and credit control purposes.

We will use your email address to keep you updated about product outages, new features/releases and other information we feel is genuinely relevant to you regarding Smart Revise.



You may alter your marketing/contact preferences at any point from your account.

We may disclose your personal information where it is required by law.

We are fully compliant with the Data Protection Act 2018 and take your data privacy very seriously. For a full breakdown of our privacy policy in a downloadable format, please visit our help centre support.craigndave.co.uk or you can view the privacy policy in your browser by following this link: www.smartrevise.online/home/privacypolicy

Section sixteen: governing law

These Terms and Conditions and our Agreement will be governed by and construed in accordance with the laws of England and Wales. The parties hereto submit to the exclusive jurisdiction of the courts of England and Wales.

Section seventeen: changes to terms and conditions

We reserve the right, at our sole discretion, to update, change or replace any part of these Terms and Conditions by posting updates and changes to our websites. Your continued use of or access to our websites or the Service following the posting of any changes to these Terms and Conditions constitutes acceptance of those changes.

Whenever we do this, you will receive a notification upon your next login. You will be required to confirm your acceptance of the updated Terms and Conditions to continue using our Service.

Section eighteen: contact information, complaints and how to get technical advice

Answers to most questions and queries can be found on our help centre: support.craigndave.co.uk. Please check here first before sending us an email. Often, one of these articles can be used to resolve your issue without having to wait for us to reply.

If you still need to get in contact with us then:

- For any issues or concerns regarding the Smart Revise product including those relating to access and ordering, email support@smartrevise.co.uk. We aim to respond to all support tickets within one working day.
- If you have a complaint, please email us at support@smartrevise.co.uk. We take all complaints very seriously and aim to respond to them within five working days.
- If you need to contact us for any other reason including queries regarding these Terms and Conditions, email support@smartrevise.co.uk.



Part 3: Specific additional terms and conditions for teacher users and schools

Section nineteen: your registration and license

Registration of a Teacher User account on Smart Revise is free. No payment details are required. However, you must supply accurate registration information where requested.

We hereby grant a non-exclusive, worldwide, revocable Licence to the School and its Student Users to use Smart Revise for the Licence Period as applicable **on the assumption that:**

- The Teacher, on behalf of the school, agrees to these Terms and Conditions.
- Where a Revision Pack has been purchased, payment is received in full, or a purchase order is received for the full amount.

Vouchers purchased by a Teacher User/School under these Terms and Conditions that are subsequently allocated to a Student User can be revoked from within the teacher account used to purchase the Vouchers or otherwise retains ownership of the Vouchers.

As long as these Vouchers are still valid and have not yet expired, Teacher Users may reassign them to another Student User studying the appropriate Course from within their Smart Revise account.

Vouchers and other associated Course data are not transferrable between Courses. You agree to be responsible for ordering the correct Course Vouchers for your specific requirements at the time of purchase. We will not be liable for any loss of data, inconvenience or other negative impact associated with Vouchers for the incorrect Course being purchased and used for any period of time.

Schools who elect to switch examination boards part-way through a Course can do so by contacting us at admin@craigndave.co.uk. However, any Course data accrued up to that point cannot be transferred to the new Course. The existing data will be archived within the old Course and can be accessed or downloaded at any time before that Course expires. We will not be liable for any loss of data, inconvenience or other negative impact associated with schools electing to change examination board while a Course is in progress.

Any amendments to a Smart Revise order (for example, due to a reduction in student numbers) must be requested within 3 months of:

- the order date; or
- the start of the academic year in cases where Course Vouchers have been purchased in advance for Student Users commencing a Smart Revise Course in September.

Active Course Vouchers that have been refunded or exchanged will be disabled, preventing their use after the refund or exchange has been approved.

Course Vouchers cannot be refunded or exchanged if they have:

- been previously allocated to a Student User for 3 months or more and subsequently reclaimed; or
- expired.

In cases where cancelling Course Vouchers from an order brings it below the threshold for a bulk purchase discount, the order total will be recalculated with the discount reduced/removed before a refund is applied.



Smart Revise may only be used by the School as a teaching, learning and revision tool, and each student account linked to must be a student currently on roll at the School.

Licences purchased by a Teacher User/School will be activated as soon as the order has been fulfilled by us, usually within one working day. These Licences will continue for the duration of the Licence Period unless terminated earlier in accordance with these Terms and Conditions.

Licences purchased privately by a Student User will activate once payment has been confirmed by our card payment provider. If the Student User already has an active Licence, the active Licence will be extended by the duration of the Licence Period of the purchased Course Pack.

You must not remove or modify these Terms and Conditions, any copyright notices or other means of identification or disclaimers as they appear in Smart Revise or on our website.

Teacher Users purchasing Smart Revise do so on behalf of the School. In doing so, you warrant that you have the authority to do so and agree to the Terms and Conditions on behalf of the School.

You must not allow anyone other than registered Teacher Users or Student Users to access or use Smart Revise. This includes any of its content and the materials that make up Smart Revise.

You must not allow any part of Smart Revise to be used for any commercial use except for the teaching and learning of Student Users enrolled at your School or institution.

You warrant that any personal data you provide to us complies fully with all relevant data protection laws including the Data Protection Act 2018, and you agree to indemnify and keep us indemnified against breach by you of such data protection laws.

Section twenty: gaining access to Smart Revise

The Smart Revise product and its related services can be accessed from any internet-enabled device with appropriate browser support. While the product is not resource-intensive, we still recommend use of a high-speed broadband connection for the best experience.

We try our hardest to make sure Smart Revise works on a large range of devices and browsers. However, it is impossible to cover everything and sometimes, technical issues will occur. If you experience problems using the Service, please visit our help centre for assistance with common issues and browser setting recommendations: support.craigndave.co.uk.

Teachers will be able to access Smart Revise using the details they supplied during the teacher account registration process. Each student will need to register separately using the student registration process.

Each Teacher User and Student User will be asked to agree to the Smart Revise Terms and Conditions as displayed on our help centre support.craigndave.co.uk and on the Smart Revise website: www.smartrevise.online/home/termsandconditions.

Student Users access Smart Revise separately by registering their own account. They must supply a valid email address, although this does not need to be their school email address.



You must ensure that you and your Student Users keep your account details private and do not provide these details to any third party. We will never ask for your password at CRAIGNDAVE LTD.

Some features of new Teacher User accounts (e.g., placing purchase orders) will be restricted until that Teacher User has verified their email. Upon email verification, all restrictions will be lifted.

You are responsible for any and all activity that occurs from within your account. You will:

- Maintain the privacy of the data you have access to.
- Not transmit any data (personal or technical).
- Notify us of breaches or suspected breaches of account security.
- Notify us of any attempts, successful or otherwise, to infringe on our Intellectual Property Right.
- Not provide information such as usernames and/or passwords that would allow someone else, authorised or otherwise, to gain access to your account.

Section twenty one: pricing and payment / non-payment procedures

The total amount payable for any order will be shown on the Smart Revise Order Form before you submit your order and is based on the number of different Course Packs, Course Pack Types and Vouchers you have purchased. Unless agreed otherwise with us, this amount must be paid within 60 calendar days of the invoice date.

If you choose to use a purchase order for payment, the associated Course Vouchers will not be released immediately to allow us to verify your order manually.

Orders placed using a purchase order must include a valid purchase order number and a separate contact email address for your School's finance department. This can be a specific member of the finance team or a department-wide inbox.

Failure to include these details (e.g., not including a valid purchase order number, inputting the same email address as the teacher and finance contact, etc.) will result in your order being placed on hold until we can obtain the necessary information from you. Once we receive these details, the associated Course Vouchers will be released to you within one business day.

Smart Revise orders paid for using a credit/debit card will be automatically fulfilled once payment has been confirmed via our card payment provider.

All packages, prices and offers as listed on our website or through our product ordering process are correct at the time of publication. We do, however, reserve the right to alter these in the future without notice. You will not be charged any additional fees if we change a Revision Course Pack for a processed order as long as you (i) Have paid for the Revision Course Pack in full and (ii) have time remaining on the Revision Course Pack licence.

If we do not receive full payment from you before the due date displayed on your invoice, we will execute the following process:



- After 60 days of non-payment, we will resend the invoice to the contact email addresses provided to us when the order was placed.
- After 90 days of non-payment, we will resend the invoice a second time to the postal address provided to us when the order was placed.
- After 120 days of non-payment, we will suspend all the vouchers within the order associated with the outstanding invoice.

We reserve the right to apply late payment charges. These will be in line with The Late Payment of Commercial Debts (Interest) Act 1998 (as amended)

In the unlikely event we need to use a third party such as a debt collection or law firm, we will include any fees we have incurred in the amount you owe us.

Section twenty two: important information about Smart Revise

Once you have registered and completed the verification process via email, you will then be able to start using your full account right away. Smart Revise may be accessed online via our Website.

Courses are designed around the specifications set by the relevant Examination Body.

You must make sure that any Smart Revise Courses you choose to purchase in the form of Course Pack Vouchers for your students are appropriate. Ensure you carefully check the Course title, Course series and the relevant exam board are appropriate.

When you purchase a Smart Revise Course, it is valid for the length of that series. Purchasing one pack for a given series does not provide you the right to subsequent packs for the same course for a different series without a further purchase.

From time to time, the content of any particular Smart Revise Course might change. This will be done to reflect:

- Changes in the National Curriculum
- Specific Examination Body specification changes
- Knowledge, feedback, experience gained from new past papers and/or examiners reports
- Additional work carried out by our team to add to the depth and breadth of questions supplied to you

Each Course Pack will have an associated course expiration date that will match the date provided by the relevant Examination Body for a given examination window.

If we deem that an account has not been accessed in the last three years, we will remove it from our system.



Section twenty three: modifications to the service and prices

Prices for our products are subject to change without notice.

We reserve the right to modify or discontinue the Service (or any part or content thereof) without notice at any time.

We will not be liable to you or to any third party for any modification, price change, suspension or discontinuance of the Service.

Part 4: Specific additional terms and conditions for student subscribers

Section twenty four: your registration and license

Registration of a Student User account on Smart Revise is free. No payment details are required. However, you must supply accurate registration information as requested.

Your account will initially be restricted until you have verified your email address. Only upon completion of the verification process will you be able to purchase Course Packs for revision

By purchasing a Course Pack, you are entering into a contract between CRAIGNDAVE LTD and yourself that is bound by these Terms and Conditions. To that end, you agree:

- To provide accurate details as requested upon account registration.
- To make sure these details are accurate at the point of ordering.
- You are 18 years of age or over and have the legal capacity to enter into a binding contract with us.
- That if you are below the age of 18, you have obtained full consent from a parent/carer or legal guardian.
- This parent/career or legal guardian has made you fully aware of these Terms and Conditions.

Confirmation of your order(s) will be sent via email to the address you supplied during account registration. If, for whatever reason, your order is not accepted, we will notify you of this along with the reason(s).

We reserve the right to add, remove and alter the Smart Revise Course Packs available from our website.

Upon payment of the relevant fee for a Smart Revise Course Pack, we grant to the Student User a non-exclusive, non-transferable, limited, personal, revocable, worldwide licence to access Smart Revise.

This licence is for a single "named user". This means that only the Student who is named on the licence may use the licence and access Smart Revise.

Purchased Course Packs cannot be shared or used by more than one individual.



Section twenty five: gaining access to Smart Revise

Once you have registered and completed the email verification process, you will then have full access to your account. Smart Revise may be accessed online via our Website at www.smartrevise.online.

The Smart Revise product and its related services can be accessed from any internet-enabled device with appropriate browser support. While the product is not resource-intensive, we still recommend use of a high-speed broadband connection for the best experience.

We try our hardest to make sure Smart Revise works on a large range of devices and browsers. However, it is impossible to cover everything and sometimes, technical issues will occur. If you experience problems using the Service, please visit our help centre for assistance with common issues and browser setting recommendations: support.craigndave.co.uk.

You are responsible for any and all activity that occurs via your Smart Revise account. You will:

- Maintain the privacy of the data you have access to.
- Not transmit any data (personal or technical).
- Notify us of breaches or suspected breaches of account security.
- Notify us of any attempts, successful or otherwise, to infringe on our Intellectual Property Right.
- Not provide information such as usernames and/or passwords that would allow someone else, authorised or otherwise, to gain access to your account.

Section twenty six: pricing and payment / non-payment procedures

All packages, prices and offers as listed on our Website or through our product ordering process are correct at the time of publication. We do however reserve the right to alter these in the future without notice. You will not be charged any additional fees if we change a Revision Course Pack for a processed order as long as you (i) have paid for the Revision Course Pack in full and (ii) currently have time remaining on the Revision Course Pack licence.

The total amount payable for any order will be shown on the Smart Revise Order Form before you submit your order and is based on the number of different Course Packs you have purchased along with the number of months you have purchased each of them for.

The purchase of all Smart Revise Course Packs or the renewal/extension of currently active Smart Revise Course Packs must be paid for in advance and in full at the time of ordering.

In the event that there are persistent issues with payment, we reserve the right to suspend or cancel your account.

Student Users do not have an absolute right to cancel or amend a Smart Revise order outside of the 14-day cooling off period set out in The Consumer Protection (Distance Selling) Regulations Act 2000. Any requests to cancel/refund a Smart Revise order must be requested in what we consider to be a reasonable timeframe.



We reserve the right to refuse any cancellation or refund request made outside of the 14-day cooling off period.

Section twenty seven: important information about Smart Revise

Courses are designed around the specifications set by the relevant Examination Body.

You must ensure that any Smart Revise Courses you choose to purchase in the form of a Course Pack or courses you are provided with by your teacher using a code are appropriate. Ensure you carefully check the course title, course series and the relevant exam board are appropriate.

From time to time, the content of any particular Smart Revise Course might change. This will be done to reflect:

- Changes in the National Curriculum.
- Specific Examination Body specification changes.
- Knowledge, feedback, experience gained from new past papers and/or examiners reports.
- Additional work carried out by our team to add to the depth and breadth of questions supplied to you. You will be informed if new questions have been added to your course the next time you attempt to use it.

Each Course Pack will have an associated course expiration date that will match the date provided by the relevant Examination Body for a given examination window.

If we deem that an account has not been accessed in the last three years, we will remove it from our system.

Section twenty eight: modifications to the service and prices

Prices for our products are subject to change without notice.

We reserve the right at any time to modify or discontinue the Service (or any part or content thereof) without notice at any time.

We will not be liable to you or to any third-party for any modification, price change, suspension, or discontinuation of the Service.



Data Protection

Use of CRAIGNDAVE Ltd's services is subject to our Privacy Notice:

<https://craigndaveltd.zohodesk.eu/portal/en/kb/articles/data-protection-centre>

If your use of our Services requires us to process any personal data where you are the Data Controller and we are acting as your Data Processor, we shall only process this personal data upon your instructions and line with our Data Processing Agreement:

<https://craigndaveltd.zohodesk.eu/portal/en/kb/articles/data-protection-centre>

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