



Store Terms & Conditions

EFFECTIVE 26 OCTOBER 2026

About this copy. This is ISTA's Store Terms & Conditions as published on istaglobal.org when it was downloaded or printed, on the date shown at the top of this copy. We review and update our policies from time to time, so this copy may since have been replaced. The current version, which is the one that applies, is always at istaglobal.org/legal/store-terms-and-conditions.

The terms for buying from the ISTA Store: orders, delivery, returns and how you can use our resources.

These terms apply when you buy from the ISTA Store at istaglobal.org/store. By placing an order you agree to them, alongside your statutory rights as a consumer, which nothing in these terms takes away.

1 Who We Are

The ISTA Store is run by ISTA Global Arts Learning Ltd. (ISTA), a UK registered charity (No. 1050103) and a company limited by guarantee (No. 03108893). Money from the store supports our work in arts education.

ISTA Global Arts Learning Ltd.

71–75 Shelton Street, Covent Garden

London WC2H 9JQ, United Kingdom

Email: office@istaglobal.org

2 Your Order

Checkout and payment are handled securely by Shopify, our store platform. After you place an order we email you a confirmation, and our contract with you starts when we send it.

We may decline or cancel an order, for example if an item is unavailable or listed at the wrong price. If we do, we'll tell you and refund anything you've paid in full.

The store is intended for schools, educators and individuals buying for their own teaching or personal use. Schools can pay by card at checkout; for invoiced orders, email us before ordering.

3 Prices and Payment

- Prices are shown in pounds sterling (GBP). Shopify may show an estimated price in your local currency, but your order is charged in GBP and your card provider may apply its own conversion.
- Delivery costs are shown at checkout before you pay.
- ISTA is not currently registered for VAT, so UK VAT is not added to our prices. Where the law requires it, tax on digital products for customers in some countries (for example the EU) is added at checkout.
- Orders sent outside the UK may be subject to import duties, taxes or handling fees charged by your country on delivery. These are not included in our prices and are the responsibility of the person receiving the order.

4 Delivery

We deliver worldwide. Our resources are sent by specialist partners:

WHAT YOU'VE ORDERED	SENT BY	USUALLY ARRIVES
Card decks, books and boxed resources	Choice Fulfilment, from the UK	UK: 2–5 working days. International: 5–15 working days.
ISTA merchandise	Printed on demand for your order by our print partner	3–8 working days after printing

Delivery times are estimates, not guarantees, and can be longer at busy times or where customs are involved. If you order items sent by different partners, they will arrive separately. You'll receive tracking details by email where the carrier provides them.

Please check your delivery address carefully. If an order is returned to us because the address was incomplete or the parcel wasn't collected, we may charge for sending it again.

5 Digital Downloads

Digital resources (such as poster sets, teaching guides and SCENE Magazine) are delivered by email as a download link once payment is confirmed. Download links work for a limited number of downloads and a limited time, so please save your files when you receive them.

When you buy a digital download, you agree that it is supplied straight away and you acknowledge that, once supplied, you lose your right to cancel and change your mind (see section 6). This does not affect your rights if a file is faulty or not as described.

6 Changing Your Mind

Physical items

If you're buying as a consumer, you can cancel your order within 14 days of receiving your items, without giving a reason. To cancel, email us at office@istaglobal.org with your order number. You then have 14 days to send the items back, unused and in their original condition and packaging.

- You pay the cost of returning items, unless they are faulty or not as described.
- Please send returns, with a note of your order number, to:

ISTA Global Arts Learning
c/o Choice Fulfilment Services Ltd
Airport Business Centre, Rear Loading Bay
10 Thornbury Road, Plymouth PL6 7PP
United Kingdom

- We'll refund the price of the items and the standard delivery cost you paid, within 14 days of receiving them back (or of you showing us proof that you've sent them).
- We may reduce a refund if items have been used or damaged beyond what's needed to inspect them.

ISTA merchandise

Our merchandise is printed individually for each order. Unless an item is faulty, damaged or not as described, we can't accept returns of merchandise, as it is made to order.

Digital downloads

Once a digital download has been supplied, it can't be cancelled or refunded for a change of mind (see section 5).

School and organisation orders

The 14-day right to cancel is a consumer right. Schools and organisations buying for their institution can still contact us, and we'll do our best to help.

7 Faulty, Damaged or Missing Items

If something arrives damaged, faulty or not as described, or doesn't arrive at all, please email office@istaglobal.org as soon as you can, with your order number and, for damaged items, a photo. We'll replace the item or refund you, including delivery, and you won't need to pay to return anything faulty.

This doesn't limit your legal rights. Goods must be as described, of satisfactory quality and fit for purpose:

- in the UK, you can reject faulty goods for a full refund within 30 days of delivery, and after that you're entitled to a repair or replacement, or a refund if that isn't possible;
- in the European Union, you have a legal guarantee of at least two years from delivery.

If a digital file won't open or isn't what was described, tell us and we'll send a working copy or refund you.

8 Refunds

Refunds go back to the original payment method. Once we've processed one, it can take a few working days to reach your account, depending on your bank or card provider.

9 Using ISTA Resources

ISTA's resources are created by artists and educators, and ISTA or the relevant creators own their copyright.

- You may use the resources you buy in your own teaching, with your own students, and print digital resources for that purpose.
- You may not copy, share, resell, upload or distribute resources, including digital files, to other people, schools or websites, or use them commercially, without our written permission.
- For school-wide or multi-site use, please contact us.

10 Our Responsibility to You

If we fail to meet these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our failure, up to the price of your order. We are not responsible for loss that was not foreseeable, or for business losses. Nothing in these terms limits our liability for death or personal injury caused by negligence, for fraud, or for anything else that can't lawfully be limited.

We are not responsible for delays outside our reasonable control, such as carrier or customs delays.

11 Your Personal Data

We use the details you give at checkout to process, deliver and support your order. Payment details are handled by Shopify and its payment providers, not stored by ISTA. Our [Privacy Policy](#) explains how we look after your personal data.

12 Subscriptions, Pre-orders and Try Before You Buy

The ISTA Store does not offer subscriptions, pre-orders or try-before-you-buy purchases. If that changes, we'll set out the terms that apply on the product before you buy.

13 Changes to These Terms

We may update these terms from time to time. The version that applies to your order is the one shown when you placed it.

14 Governing Law

These terms are governed by the laws of England and Wales. If you live elsewhere in the UK or in another country, you may also have the protection of mandatory consumer laws where you live, and you can bring a claim in your local courts.

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