

Terms and Conditions

Thank you for visiting Judd Water and Wastewater Consultants (JWWC).

Judd Water and Wastewater Consultants is owned and operated by Judd and Judd Ltd, Registered Office: Suite 2, Douglas House, 32–34 Simpson Road, Fenny Stratford, Buckinghamshire, MK1 1BA, United Kingdom. You can contact us by email at enquiries@juddwater.com.

JWWC takes no responsibility for the content of third party websites which are linked to from this site, and links shall not be taken as an endorsement by JWWC of the content of the third party websites.

Book order terms and conditions

All book orders are usually dispatched by Royal Mail standard international delivery within three days of payment (unless the item is a future publication, in which case it will be sent as soon as available).

If you wish your book order to be tracked, this will incur an additional charge. Please contact us for details.

By placing an order, you accept the following terms and conditions:

- We will obtain proof of posting on dispatch. We cannot, however, be held liable for any orders which are not received once we have obtained proof of posting. Should orders not be received following dispatch, it will be the responsibility of the person placing the order to make a claim with the postal services.
- We cannot be held liable for orders which are damaged in transit.
- Unfortunately, it is necessary to include a charge for currency conversion for all orders placed which are not paid in sterling. Please contact us for details.

It is your responsibility to ensure that your postal address is correct and complete. Additional postage charges will be made where we have to resend books because we have been given incorrect or incomplete postal addresses.

Returns are accepted within 28 days of the postage date. Return items must be in 'as-new' (unread) condition. You are responsible for all postage and packing costs relating to the return of items. Please contact us before returning your item.

For all order enquiries, including details of discounts for multiple orders, returns, or for more information, please contact us at enquiries@juddwater.com.

Training courses

Fees quoted include tuition and, where agreed, course documentation only. Additional expenses, such as photocopies, room hire, equipment hire, lunch, refreshments, course dinners, and other costs are the responsibility of the client. In addition, our travel and accommodation expenses (such as is agreed) will be met by the client.

Clients will be invoiced for payment in GBP sterling once a booking is made. Payment is required no later than two months before the course starts, or immediately for bookings made within two months of the beginning of the course. Fees may be paid in full by international bank transfer, or by Paypal.

Cancellations will be accepted within 60 days of the course start date and a full refund given. However, we regret that the client will still be liable to pay for any travel and accommodation costs that cannot be recouped, with an additional 10% charge for administration costs.

It will not be possible to refund fees, travel and accommodation expenses for cancellations within 60 days of the course start date.