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Terms and Conditions

Welcome to MathsHub. Please carefully review these terms and conditions as they outline your rights and responsibilities when utilising our services.

Introduction

By accessing and using MathsHub's services, you agree to abide by these terms. Please read them thoroughly before proceeding. If you do not agree to these terms, you are not authorised to use any of MathsHub's services.

References to “we”, “us”, or “our” pertain to MathsHub.co.uk. Throughout these terms, singular terms include the plural, and vice versa. Additionally, masculine terms include the feminine and vice versa. These terms override any previous agreements.

This agreement between you and us is legally binding. We reserve the right to modify these terms at any time by updating them on MathsHub.co.uk. The current version of these terms applies each time you use the site. Please check back periodically for updates.

Our Rights

All intellectual property rights associated with this website, including copyrights and trademarks, belong to us.

Unauthorised modification or republication of website content is prohibited without our prior written consent. Materials marked with a purchase price must be acquired at the advertised price for each copy. We do not endorse products or services advertised on external websites.

Accessing third-party websites from MathsHub is at your own risk. Products Purchased
All materials sold on MathsHub are protected by copyright and are for personal use only. Commercial distribution without prior consent is prohibited.

Sharing, photocopying, or posting materials online is strictly forbidden and constitutes copyright infringement. We are not liable for customer errors in orders, such as address mistakes. While we may provide goodwill gestures in some cases, rectifying errors is at our discretion. We are not responsible for losses resulting from customer errors.

Royal Mail is our chosen courier for exam certificates. We are not responsible for delays in postage, especially during peak periods like holidays.

Warranty

Due to the inherent nature of software and the internet, we do not guarantee uninterrupted access to our website.

We reserve the right to suspend, withdraw, or modify the website without notice. We are not liable for processing delays beyond our control.

Information provided on our website is for general interest and guidance only. We do not guarantee compliance with laws outside of England.

Liability

We are not liable for failures due to software or internet issues beyond our control.

We are not liable for any loss or damage arising from your use of our website or associated materials.

We are not responsible for services provided by third-party tutors or other third parties.

Commercial use of the website beyond these terms requires written consent.

We are not liable for any loss of profit, business interruption, or other commercial damages.

We are not liable for any damage caused by viruses or harmful technology resulting from website use. When users submit a contact form, their details may be used for marketing purposes.

Communication

All official communication must be sent via email. It is your responsibility to update us with any email changes.

Emails are deemed received on the day they are sent unless sent on a national holiday, Saturday, or Sunday, in which case they are considered received the next working day.

We strive to promptly address all inquiries and feedback to improve our service.

General

If any part of these terms is deemed unenforceable, the rest of the terms remain valid.

A waiver of a breach does not imply a waiver of subsequent breaches. Failure to exercise a right does not waive that right. You may not assign or transfer any rights under these terms. The Contracts (Rights of Third Parties) Act 1999 does not apply.

These terms are governed by English Law. Disputes will be settled in the courts of England and Wales, with exceptions for residents of Northern Ireland and Scotland.

Enquiries, Complaints & Appeals

Refer to the footer section of MathsHub.co.uk for our Enquiries, Complaints & Appeals policy.

Examinations

When you register for Open Awards examinations through MathsHub, you agree to the following terms.

You must also read and accept the privacy notices provided by Open Awards and the UK government.

Exams can be booked directly through MathsHub, with details available on the website.

Examinations are invigilated by Open Awards.

Candidates must adhere to provided instructions. Failure to comply may result in disqualification. Exams are marked by qualified examiners, with results provided within set timescales. We are not responsible for delayed results. We are not liable for exam outcomes.

Appeals incur a £50 administration fee and may take up to 25 working days.

Rescheduling exams outside the 7-day window incurs no fee.

Within 5 days, exams must be cancelled and rebooked for £60.

Courses

Paid courses on MathsHub are non-refundable.

Once logged in, no refunds are provided. We are not liable for exam performance of course users.

"Lifetime Access" refers to the lifetime of the course.

Monthly subscriptions can be cancelled anytime without refunds. Feedback on learning material is welcomed.

Cancellation and Refund Policy

For exams and courses, payment initiates our service. Partial refunds, minus fees, are available within 14 days of purchase if exams have not been taken. Cancellations within 5 days of an exam incur a £40 fee.

No refunds are available after the cooling-off period. Cancellations cannot be made within 5 days of an exam.

No refunds are provided for missed exams.

No refunds are provided for technical issues.

Refund requests must be emailed within the 14-day period.