

Arboricultural Association

PUBLICATIONS POLICY

February 2025



1. Background

- 1.1 The production and sale of books and other publications is an important mechanism by which the Arboricultural Association (the Association) can disseminate information to members and the wider arboricultural sector.
- 1.2 The Association sells publications produced by third parties (including material translated by the Association) and also acts as publisher for new publications. The Association actively seeks out material to translate from other languages and promotes its own publications for translation.
- 1.3 The Association welcomes ideas for new publications from members and non-members.
- 1.4 All decisions relating to publications will be made by the Association's Technical Team and CEO. They will be based on a combination of factors including whether the publication is in keeping with the Association's charitable purpose and Strategic Plan, whether there is a suitable market for it, and considerations relating to income and expenditure.

2. Orders and payment

- 2.1 Publication orders can be placed in the following ways:
 - Via the Association's online bookshop.
 - Using a purchase order, to be emailed to finance@trees.org.uk.
 - Telephone orders can be accepted where payment will be taken by debit/credit card.
 - The Association often sells publications at events and at training courses.
- 2.2 Quotes for bulk publication orders can be obtained by emailing finance@trees.org.uk. Please include book titles and quantities along with the delivery address.
- 2.3 Orders via the Association's online bookshop require payment at point of order.
- 2.4 Orders received via purchase order must be paid within 28 days. However, the Association reserves the right to request payment prior to dispatch.

3. Shipping and VAT

- 3.1 The Association intends to dispatch orders within 5 working days or sooner after the order has been confirmed.
- 3.2 In the UK, books are currently zero rated for VAT. The VAT rate for books in other countries varies. The Association strongly recommends that all international customers are

familiar with the VAT and import rules in their country before placing an order.

- 3.3 For international orders, the Association will send books with Delivery Duties Unpaid (DDU), which means it is the responsibility of the customer to pay any import duties and taxes, including any administration charges imposed by the receiving country. The Association accepts no responsibility for unpaid fees or undelivered books that are held due to these charges. If the courier has to return the book/s to the Association because of such unpaid fees or refusal of the parcel due to fees incurred, the Association will wait until the books are received and then refund their value (providing they are in their original condition and after deducting any charges that have been incurred due to the return shipping).

4 Returns and refunds

- 4.1 Should the customer change their mind about their order, they can cancel/return their book/s within 14 working days of delivery. A full refund will be given for the returned books providing they are unused and in their original condition.
- 4.2 For unwanted books or books ordered in error, the original cost of postage and packaging will not be refunded. Any postage costs incurred when returning the items will be the customer's responsibility. The Association recommends customers obtain proof of postage or return via recorded delivery and cannot be held liable for returns that do not arrive. The Association asks that customers email a notification to books@trees.org.uk before returning the books. A refund to the value of the books will be given once the books have been received and checked to make sure that they are undamaged/as per their original condition.
- 4.3. If a book arrives damaged and the customer needs to exchange it for another copy of the same title, they should contact the Association via books@trees.org.uk or call 01242 522152. We will either arrange for the book to be collected or refund the postage costs incurred (as long as they are in line with Royal Mail's current pricing and a receipt of postage is submitted). Once the book is received, a new copy will be sent to the original address.
- 4.4. If the customer receives the incorrect book/s, they should contact the Association via books@trees.org.uk or call 01242 522152. We will either arrange for the books/s to be collected or refund the postage costs incurred (as long as they are in line with Royal Mail's current pricing and a receipt of postage is submitted). When the Association receives the returned incorrect book/s, the correct book/s will be sent to the original address.

Arboricultural Association

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The home of tree care

5. Bulk orders and discount

- 5.1 For bulk orders or multi-book bulk purchases, discounts are offered on Association publications only. Please note that these discounts cannot be used in conjunction with any other offers or bundle purchases.
- 5.2 The Association reserves the right to withdraw or amend the discount structure at any time. Discounts do not apply to postage and packing charges. The latest offers and discounts are available to view in the online bookshop: www.trees.org.uk/Book-Shop/Book-Shop
- 5.3 The Association can offer discounts to bookshops, agreed distributors and colleges/universities. These are dealt with on a case-by-case basis. Please contact books@trees.org.uk or call 01242 522152.
- 5.4 Bookshops and distributors must not resell the Association's publications at a lower price than that advertised on the Association's website. They are also not permitted to sell the Association's books at any Association events that they attend (such as, but not limited to, Conference and ARB Show).

6. New publications

- 6.1 Authors who would like the Association to stock their book in its bookshop can make a request to books@trees.org.uk. This request will be reviewed and a response sent as soon as reasonably possible. The Association may require a review copy of the book prior to making a decision.
- 6.2 Authors or prospective authors who would like the Association to consider publishing their book should contact books@trees.org.uk with supporting information. The request will be reviewed by the relevant team members.
- 6.3 Authors or prospective authors who publish with the Association will be required to sign a contract prior to work beginning. This contract will outline issues such as Intellectual Property, distribution rights and any royalty payments which might apply.
- 6.4 All publications offered for sale will be kept under constant review by the Association and decisions will be made with regard to updates, changes to stocking status or prices as required.

7. eBooks

- 7.1 The Association sells a number of publications in eBook format. These are available from eBooks (www.trees.org.uk).
- 7.2 eBooks can be purchased and accessed at www.treebooks.co.uk or via a purchase order sent to books@trees.org.uk

Individual and team bundle eBook purchases require an internet connection to access all publications at all times. They can only be accessed via login to

www.treebooks.co.uk and cannot be downloaded or printed.

- There is a list of free downloadable eBooks which can be accessed via www.treebooks.co.uk/free-guides, including the Industry Code of Practice for Arboriculture: Tree Work at Height: The eBooks on this list can be downloaded with an internet connection and then accessed offline.
- Any minor updates to the content of eBooks will be incorporated without the need for re-purchase. However, new editions may require an additional purchase.
- Sharing, printing or reproducing eBook content in any way is prohibited as per the terms and conditions of using the platform, which can be read in full here: www.treebooks.co.uk/terms-and-conditions/
- Team bundle access for companies that buy eBook access for multiple staff is administered through the 'My Account' section of the eBook site when the user is logged in. Full details of team access and how to add or remove staff users can be found here: www.treebooks.co.uk/help/

- 7.3 If a customer changes their mind about an eBook/downloadable publication purchase or if it does not meet their requirements, they can request a refund within 14 days of the purchase date by emailing books@trees.org.uk. The login will then be cancelled and they will no longer be able to access the publication.

8. Document control

This Policy was written by Kate Beamish and John Parker.

Ratified by Resources Committee in January 2025.

Adopted by the Board of Trustees on 3rd February 2025

Next review date: February 2027.