

TERMS AND CONDITIONS

Sale of Books and Subscriptions through the
Online Platforms of the International School of Paphos,
I.V Educational Ltd

1. Trader Identity & Contact Details

- 1.1. This Platform is operated by the International School of Paphos (hereinafter referred to as “ISOP”), a legal entity duly incorporated and operating under the laws of the Republic of Cyprus.
- 1.2. Registration Number: HE150103.
- 1.3. Registered Office: 100 Aristotelous Savva Street, 8060 Anavargos, District of Paphos, Cyprus.
- 1.4. Correspondence Address for all contractual matters: same as above.
- 1.5. Contact Details for Rapid and Effective Communication:
Telephone: +357 22 509 148
Email: eshop@globeducate.ac.cy
- 1.6. VAT Registration Number: 10015103U
- 1.7. Supervisory Authority: ISOP’s activities are subject to regulatory oversight. The competent supervisory authority is: The Republic of Cyprus Ministry of Education, Sport and Youth.
- 1.8. Electronic Contact Point for ODR in accordance with Regulation (EU) 524/2013: In compliance, ISOP hereby provides the following link to the EU Online Dispute Resolution (ODR) platform: [Consumer Redress in the European Union - Consumer Redress in the EU](#). Consumers may use this platform to submit complaints arising from online transactions.
- 1.8 Language of Communication: ISOP accepts communications in Greek and English.

2. Scope of Contract (Books & Subscriptions)

- 2.1. The present Terms & Conditions govern the purchase of physical syllabus books and the acquisition of access rights to certain digital educational platforms required for specific subjects offered by ISOP. These Terms regulate all transactions carried out through the online platform operated at ISOP www.globeducate.ac.cy (hereinafter referred to as “the Platform”).
- 2.2. ISOP make available for purchase the official syllabus books prescribed annually for each subject and school year. The books offered through the Platform are new and in the official editions approved by each school’s academic department. The purchase of physical books constitutes a contract for the sale of goods between ISOP (acting as the Trader) and the Parents of the pupil for whose benefit the books are purchased (acting as the Consumer), or with the pupil directly if he or she has attained majority. Subject to clause 11 below, this contract is governed by the applicable Cyprus legislation on Consumer protection and the sale of goods.

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- 2.3. Although every effort is made to ensure that all syllabus books are available for purchase through the platform, ISOP cannot guarantee full availability, and Consumers acknowledge that they may, at times, be required to obtain certain materials from third-party suppliers.
- 2.4. Certain subjects require the use of third-party digital educational platforms (“Digital Platforms”) through subscription. ISOP subscribes to these Digital Platforms on an annual basis and obtains a number of user licences corresponding to the number of pupils enrolled in each corresponding subject for the relevant school year. Neither the parents nor the pupils (as users) enter into any contractual relationship with the Digital Platform providers; access is granted exclusively through ISOP.
- 2.5. The acquisition of access rights to Digital Platforms constitutes a contract for the supply of digital content or digital services within the meaning of the applicable Cyprus legislation. ISOP acts as the “Trader” for the purposes of Consumer law, providing access to the Digital Platforms for the duration of the school year.
- 2.6. Consumers acknowledge that the Digital Platforms are operated by independent third-party providers. ISOP is responsible for granting access to the Digital Platforms and for passing a subscription cost to the Consumer, but is not responsible for the content, functionality, or performance of the Digital Platforms beyond the obligations imposed by applicable Consumer legislation. The identity of each Digital Platform provider is available upon request.
- 2.7. Where a Consumer purchases both physical books and digital subscriptions in a single transaction, each component is governed by the legal regime applicable to its nature:
- physical books under the laws governing the sale of goods;
 - digital subscriptions under the laws governing digital content and digital services.
 - The combined purchase does not alter the legal character of each component.
- 2.8. Purchases made on behalf of a pupil who is a minor must be completed by a parent or legal guardian by logging-in to the Platform using the unique identification credentials assigned to each pupil. By placing an order, the Consumer confirms that they are over 18 years of age and possess legal capacity to enter into binding contracts or acting as the lawful representative of the pupil. Irrespective of whether payment is made through a third party (i.e. a party other than the parent or guardian), ISOP only acknowledges a contract between itself and the parent guardian (or, where the pupil is over 18 years old, with that pupil) and not with such paying third party.
- 2.9. Before an order is placed, the Consumer must accept the terms and conditions of sale and consent to the processing of his/her and the pupil’s personal data. It is the responsibility of ISOP to ensure that its platform is able to function thus. ISOP’s personal data policy may be found by pressing the following link: www.globeducate.ac.cy
- 2.10. Before the processing of an order and the receipt of the payment, the Consumer must press a button that declares his unequivocal intention to proceed with his/her order and commit to pay the total price of his/her order. It is the responsibility of ISOP to ensure that such function exists on its platform and that the words “order with commitment to pay” are clearly indicated on a button.

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3. Pre-Contractual Information

3.1. Before placing any order for physical syllabus books or digital subscriptions, the Consumer will be provided, in a clear, comprehensible and easily accessible manner, the following:

- (a) A detailed description of each physical book and each digital subscription included in his/her order, including:
 - title and ISBN;
 - name of digital subscription.
- (b) The total price payable for each book and each digital subscription will be displayed clearly, including all applicable taxes and charges. Where applicable, the Platform also discloses:
 - delivery costs for physical books;
 - additional fees: no additional fees apply at present.
- (c) The Consumer will be informed of the accepted payment methods. Currently only payment through the platform of JCC is available (the electronic hub of JCC Payment Systems for the settlement of bills, subscriptions and fees via the internet). The terms and conditions of JCC are available at <https://www.jccsmart.com/documents/terms-and-conditions>.
- (e) The Consumer is hereby further informed of the following:
 - the expected delivery timeframe for physical books: not later than 30 days from the date of the conclusion of the contract but usually within eight working days.
 - the method of delivery: Currently delivery is done exclusively through ACS Courriers [ACS AIR COURIER SERVICES (CYPRUS) LIMITED]. ISOP remains the responsible party to ensure that your goods are delivered and the Consumer will not be entering into a contract with this courier.
 - if a book is out of stock, the Consumer has the option either to pay for it and have it indicated as a 'back order' (i.e. the book is not in stock and will be delivered within a reasonable time after receipt from the suppliers) or, not proceed with the order and place an order again only for books that are in stock;
 - expected activation timeframe for digital subscriptions: once lessons begin and no later than the time required for the first login;
 - method of delivery or activation: pupils will be provided with the necessary information before first login;
 - conditions affecting delivery or activation: this information will be provided to students after the lessons begin. There are currently no known conditions affecting delivery of books or activation of subscriptions.
- (f) Legal Guarantee and Conformity:
 - All physical books supplied through the Platform are covered by the statutory legal guarantee under Cyprus Legislation [The Certain Aspects Referred to in Contracts for the Sale of Goods Law of 2021 (Law 154(I)/2021 and the Sale of Goods Act of 1994 (Law 10(I)/1994)]. ISOP, acting as the seller, is liable for any lack of conformity existing at delivery and becoming apparent within two (2) years (exempting normal wear and tear and subject to normal treatment by user). In case of non-conformity, the Consumer is entitled to a replacement (free of charge) or an appropriate

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proportional reduction of the price. Should a copy not be readily available, ISOP will proceed to enter an order and deliver the book within reasonable time once it arrives. Conformity includes correspondence with the description, type, quantity and quality agreed. ISOP accepts that for the first twelve (12) months, any lack of conformity is presumed to have existed at delivery, unless ISOP proves otherwise. After the lapse of the first 12 months, it is the responsibility of the Consumer to prove that any lack of conformity existed at delivery. The Consumer must, however, notify ISOP of the defect within two months of realising the defect, otherwise ISOP will not accept liability for the defect.

- Digital subscriptions will be valid for the duration of the school year and ISOP undertakes not to prevent the user from enjoying any subscription benefits paid for by ISOP on behalf of the user. ISOP cannot accept any responsibility for the functionality, continuance or updates of the platforms of any such subscriptions which are beyond its control and undertakes to take up any complaints with the platform administrator of such subscriptions. In case of failure of such platform administrator to provide the service for the whole school year, ISOP undertakes to demand a refund and reimburse the Consumer once such refund has been received.
- ISOP undertakes to refund the Consumer the cost of any subscription if the syllabus/subject requirements of a pupil who has been required to pay for a subscription on a platform are irrelevant to the Consumer's subject/syllabus.
- ISOP may refuse to restore the conformity of the goods if repair and/or replacement is impossible and/or involves a disproportionate expense for ISOP, taking into account all the circumstances, including (a) the value that the physical goods would have had if there was no lack of conformity and the significance of the lack of conformity.

3.2. Right of Withdrawal

- The Consumer may withdraw from the contract in the following manner:
 - Even though withdrawal is possible, cancellation of the order is not possible once it has been placed.
 - In the case of physical books, the Consumer may withdraw from the contract within 14 days from the date of delivery, by returning the books to the reception desk of the school. Re-imbursement will be effected through the appropriate credit of the pupil's fees-card; no cash will be given on returning the books. Re-imbursement will be made in full for all undamaged and unmarked physical items returned, minus the cost of delivery.
 - No explanation is necessary for withdrawing from the contract and returning the physical books or other items. The right of withdrawal can be exercised in any manner that declares the unequivocal intention of the Consumer to withdraw. Examples include, but are not limited to: physical presence at the reception desk; email or any other form of written notice, telephone communication.
 - Returned books must be in the same condition as they were delivered to the Consumer. Marked up or damaged books cannot be returned.
 - Books are returned together with a printout of the order.

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- 3.3. The Consumer may withdraw from a subscription only if the provider of the relevant digital platform accepts the school's request to cancel that subscription and refund the school the corresponding subscription fee. It is further agreed that once a pupil selects a subject requiring a compulsory digital-platform subscription, ISOP
- 3.4. pays the annual licence fees for that tool based on the number of pupils-users committed to that subject and incurs the corresponding cost.

4. Currency and payments

- 4.1. All stated prices are in Euro (€).
- 4.2. Payment may not be made in any other currency.
- 4.3. Cryptocurrencies are not accepted.
- 4.4. Payment for physical books and digital subscriptions is due at the time the order is placed. No order will be processed or activated until full payment has been successfully received.
- 4.5. Upon successful payment, the Consumer receives an electronic confirmation on a durable medium at the email address provided during the ordering process. This confirmation includes:
 - a description of the goods and/or digital subscriptions purchased;
 - the total price paid;
 - the date and time of the transaction;
 - the order reference number.
- 4.6. If a payment is rejected, fails, or is reversed for any reason, the order will not be processed. If the Consumer has already received access to a digital subscription due to a technical error, ISOP reserves the right to suspend access until payment is successfully completed.
- 4.7. ISOP does not impose any hidden fees, surcharges, or additional costs beyond those clearly displayed on the Platform at the time of ordering. If any additional costs apply, they are disclosed transparently before the Consumer completes the order.
- 4.8. ISOP issues an invoice for each transaction. Invoices are provided electronically to the Consumer.
- 4.9. If a pricing error is identified before the order is processed, the Consumer will be informed and given the option to proceed at the correct price or cancel the order. If the Consumer does not respond within 2 days the order will be cancelled and any payment received will be refunded.

5. Transfer of Title

- 5.1. Title to the physical books is transferred to the Consumer on delivery and not upon the formation of the contract of sale.

6. Complaints Handling

- 6.1. Consumers may submit any complaint relating to the purchase of physical books or the supply of digital subscriptions through the following contact channels:
 - Email: eshop@globeducate.ac.cy
 - Telephone: +357 22 509 148

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- Postal address: 100 Aristotelous Savva Street, 8060 Anavargos, District of Paphos, Cyprus.
- 6.2. Complaints must include the Consumer's name, contact details, order number, and a clear description of the issue. ISOP acknowledges receipt of complaints submitted electronically within two (2) business days.
 - 6.3. ISOP will examine each complaint diligently and provide a substantive response within fifteen (15) days of the date of receipt. If additional time is required due to the complexity of the matter, the Consumer will be informed of the revised timeframe and the reasons for the delay.
 - 6.4. Complaints relating to physical books, including issues of conformity, defects, or delivery, are handled in accordance with the statutory legal guarantee and Consumer-protection legislation. Where a lack of conformity is established, the Consumer is entitled to the remedies set out in Clause 3.1(f).
 - 6.5. Complaints relating to digital subscriptions, including issues of access, activation, continuity, updates, or functionality, are handled in accordance with the Digital Content & Digital Services Law. Where a lack of conformity is established, the Consumer is entitled to the remedies set out in Clause 3.1(f).
 - 6.6. If a complaint cannot be resolved through the internal procedure, the Consumer may refer the matter to the competent ADR body for Consumer disputes in Cyprus: European Consumer Centre Cyprus (ECC Cyprus), Ministry of Energy, Commerce and Industry 2 Agapinoros Street, IRIS Tower, 1421 Nicosia, Cyprus, Email: ecccyprus@mcit.gov.cy Website: www.ecccyprus.org. ISOP agrees to participate in ADR procedures before ECC Cyprus.
 - 6.7. ISOP further agrees to participate in ADR procedures before the Cyprus Consumer Center for Alternative Dispute Resolution, an Alternative Dispute Resolution Entity, licensed by the Consumer Protection Service of the Ministry of Energy, Trade and Industry and an approved entity for the education and certification of Mediators by the Ministry of Justice and notified to the European Commission under Directive 2013/11/EE for the alternative resolution of disputes.
 - 6.8. The use of the internal complaint procedure, ADR, or ODR does not affect the Consumer's statutory rights under Cyprus law, including the right to pursue judicial remedies.
 - 6.9. Language of Complaints Complaints may be submitted in Greek or English.
7. **Intellectual property and licences**
 - 7.1. Copyright in physical books remains with the publisher/author as applicable. The Consumer may not reproduce or distribute copyrighted material except as permitted by law or by the publisher.
 - 7.2. All digital content or platform materials are licensed, not sold. The pupil's licence is personal and non-transferable.

8. **Limitation of liability**

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- 8.1. ISOP's liability for breach of these Terms and Conditions is limited to direct loss reasonably foreseeable at the time of contract formation. ISOP is not liable for indirect or consequential loss (including loss of profit), except where liability cannot be limited by law.
- 8.2. This limitation of liability is without prejudice to the provisions of 3.1(f) above.

9. Force majeure.

- 9.1. P shall not be liable for any failure or delay in performing its obligations under these Terms & Conditions where such failure or delay results from events beyond its reasonable control, including but not limited to natural disasters, war, civil unrest, strikes, epidemics, or failures of telecommunications or digital-service providers, fuel crises, embargos, blockades, pandemics or any other non-generic cause of whatsoever nature. In such cases, ISOP will take reasonable steps to minimise disruption and inform the Consumer of any impact on delivery or access.

10. Miscellaneous

- 10.1. These Terms & Conditions constitute the entire agreement between the Consumer and ISOP regarding the purchase of physical books and the supply of digital subscriptions through the Platform. They supersede all prior representations, understandings or agreements, whether written or oral, relating to the same subject matter.
- 10.2. ISOP may amend these Terms & Conditions to comply with changes in applicable legislation, to improve the operation of the Platform, or to address technical or administrative matters. Any amendment applies only to orders placed after the amended Terms & Conditions have been published on the Platform. The version applicable to each order is the version in force at the time the order is placed.
- 10.3. If any provision of these Terms & Conditions is found to be invalid, unlawful or unenforceable by a competent authority, that provision shall be deemed severed, and the remaining provisions shall continue in full force and effect.
- 10.4. The Consumer may not assign or transfer any rights or obligations arising under these Terms & Conditions without the prior written consent of ISOP. ISOP may assign its rights to another entity within the same educational group or to a successor entity, provided that such assignment does not adversely affect the Consumer's statutory rights.

11. Governing Law

- 11.1. These Terms & Conditions, and any contract concluded through the Platform, are governed by and construed in accordance with the laws of the Republic of Cyprus, without prejudice to any mandatory Consumer-protection provisions applicable under EU law.

12. Jurisdiction

- 12.1. Any dispute arising out of or in connection with or in relation to these Terms & Conditions, the purchase of physical books, or the supply of digital subscriptions, either directly or indirectly, shall be subject to the exclusive jurisdiction of the courts of the Republic of Cyprus. This submission to Jurisdiction is without prejudice to the Consumer's right to use

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Alternative Dispute Resolution (ADR) or the EU Online Dispute Resolution (ODR) platform as set out in Clause 6.

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