



Boardworks Evaluation Process Q&A

Thank you for agreeing to try our software on a 30-day evaluation.

This is not a sample, but a fully working copy of the product. There is no cost at this point to your school for evaluating the software, except your time.

We only send software on evaluation to a teacher that has specifically requested that we do so. If you have received the wrong software, or do not think that this software is intended for you, then please call a member of our sales team on **08703 50 55 60** and we will quickly resolve this for you.

Are there any restrictions on using the software during the evaluation period?

Please feel free to trial the software in your school without restriction for 30 days. We know that the best way for you to decide if the software is suitable is to try it out with your pupils in the classroom; however you can also evaluate the software on an individual laptop or PC, so please evaluate it as fully as you are able.

How long do I have to evaluate the resources? What if I need more time?

Our evaluation period is 30 days from the date of dispatch. We understand that teachers may sometimes need more time to evaluate the materials. If this is the case, please call us.

I've decided I want to keep all the products. What do I do?

If you decide that you want to keep the software, then all you have to do is give us a call, and we will send you an invoice. During the evaluation we will try and call you to see how you are getting on, and also answer any questions that you might have. If we haven't spoken to you by the end of the trial period, we will dispatch an invoice which you can simply pay.

I've ordered more than one product and want to keep some and return some. What do I do?

Just call us and we will arrange for the relevant returns documents and invoice to be dispatched.

I'd like to give you some feedback – how do I do this?

We are always very grateful for teachers who can spare the time to give us feedback on our products, both positive and negative. If you have any comments on the resources then please call our team and let them know, and we will pass the information on to the relevant department.

I've decided I want to return all the products. What do I do?

Just call us and we will arrange for a returns pack to be sent to you. This includes a letter which you need to sign to say you have uninstalled the products, and a pre-paid returns label which you can use to post the products back. When we receive the products back, your evaluation is cancelled.

I've lost the software. What do I do?

Just call us and we will either arrange for a new evaluation free of charge, or re-send the products with an invoice for you to keep.

I'm trialling your *All Day to Play* Foundation products. How do I decide what licence I require?

By default you are able to trial the *All Day to Play* Foundation products across the school. If you wish to keep the products, you can choose between 1-user, up to 3-user, and a site licence.

How much does it cost?

Included in this pack is our price list so you can see how much the products would cost, should you keep them.