

GENERAL INFORMATION ON EUROPRACTICE ORDERS

EUROPRACTICE Software Service orders are in general placed on monthly bulk orders to the vendors. To be included on the monthly order, completed Institute software orders and associated documentation must be received at RAL by no later than the 25th day of each month. All orders are subject to final vendor approval.

If there are costs involved please DO NOT make any payment without having first received our invoice. If your need for an invoice is urgent, please advise us of this.

EUROPRACTICE Software Service must receive ALL the correct paperwork associated with a software order. **Incorrectly completed or missing paperwork will lead to your order being deferred until all documentation is received in good order. This could result in a sizeable delay** if the waiting period for corrected or missing paperwork spans a 25th day of the month deadline. This page contains some notes to help you place your order.

For the EUROPRACTICE Software Service to be able to process and deliver an order, the following things must be in place:

- **All the necessary paperwork from the ordering site (order form, purchase order if there are costs involved, plus End User Agreements and Export documentation if applicable)**
- **Payment from the ordering site, following receipt of our invoice, if there are costs involved**
- **Goods/Licences from the Vendor as the EUROPRACTICE Software Service does not hold stock**

Once all have been received by the EUROPRACTICE Software Service, delivery of the order will follow as soon as possible afterwards.

Arrangements for Institutions with Existing Licences

In general, the EUROPRACTICE Software Service offers include a wider range of software than included in previous academic offers. Therefore, existing licence holders wishing to take advantage of this CAD offer are required to purchase this software from, and pay maintenance to, EUROPRACTICE. Licences obtained from other sources (e.g. directly from Vendors or Distributors) cannot be mixed with EUROPRACTICE licences for either purchase or maintenance purposes.