

Terms of sale

Between the Lines · Last updated 5 October 2026 · btl.education/terms/

These terms apply when you buy from Between the Lines at btl.education, or by invoice for a school. Our licence terms say what you may do with the files, and our refunds and cancellation policy says what happens if you change your mind or a file is wrong.

1. Who we are

Between the Lines is a trading name of Granary Digital Ltd, a company registered in England and Wales (company number 14155621). Our registered office is Unit 3 The Old Grainstore, Adsdean Farm, Funtington, Chichester, West Sussex, PO18 9DN. Our VAT number is GB418300723.

Email us at hello@btl.education. We reply within two working days.

2. Which terms apply

- These terms, our licence terms and our refunds and cancellation policy make up the contract between you and us. We email all three to you with your order.
- If you buy for a school, these terms apply in place of any terms printed on your purchase order.
- Resources bought on Tes are sold under Tes's own terms and licences.
- A consumer is someone buying for personal use, such as a parent buying for their child. A teacher buying for their own classes is usually buying for work. If you buy as a consumer, the law gives you rights that nothing in these terms takes away.

3. Who can buy

- Families: a parent or carer buying a revision pack for a student, or a student buying their own. You must be 18 or over, or have the permission of a parent or carer.
- Teachers: a teacher buying a teacher licence for their own classes.
- Schools and trusts: a member of staff buying for a school or trust. By ordering, you confirm that you may buy for it.

4. What you are buying

- Every product is a set of digital files. Revision packs are PDFs. School and teacher licences include Word, PowerPoint and PDF files. Each product page lists the files and what they contain.
- You need software that opens these files, such as a PDF reader, Microsoft Office, or Google Docs and Slides.
- The set texts are not included. An Inspector Calls is in copyright, so every student needs their own copy of the play.
- The resources are written for the AQA specification. We are independent of AQA, and AQA has not endorsed them.
- The resources support teaching and revision. We cannot promise any grade or exam result.

5. Prices and VAT

- Prices are in pounds sterling. The checkout shows the full price, including any VAT, before you pay.

- Prices on product pages can change. You pay the price shown when you place your order.
- If a price is clearly wrong, such as £1.50 for a £150 licence, we may cancel the order and refund you in full. We can do this only before you download the files.
- Upgrade prices and trust prices are set out in the licence terms.

6. How an order becomes a contract

To buy online:

- 1 Choose a product and its licence.
- 2 Tell us who the licence holder is: the student, the teacher or the school.
- 3 Check your basket. You can change or remove anything before you pay.
- 4 Pay. By paying, you accept these terms.

The contract is made when we email your order confirmation. We keep a record of every order and can send you a copy. These terms are in English only, and you can save or print them from this page.

Invoice orders for schools are made the way section 8 describes.

7. Paying

- Online orders are paid through our checkout, which runs on Shopify. We never see your full card number.
- Schools can pay by card or by invoice.

8. Invoices for schools

- Email your purchase order to hello@btl.education with the school's name and address, the products and licences, the purchase order number and the address for the invoice.
- We send the files and the invoice once we have your purchase order. The contract is made when we send them.
- Payment is due within 30 days of the invoice date, by bank transfer to the account on the invoice. Our invoices show VAT and our VAT number.
- If payment is late, we may charge interest and compensation under the Late Payment of Commercial Debts (Interest) Act 1998.
- Our bank details will not change by email. If a message says they have, do not pay; check with us through the contact address on btl.education.
- If your finance team needs supplier details before paying a new supplier, ask and we will send them.

9. Delivery

- We email a download link as soon as your payment goes through, or as soon as we have a school's purchase order.
- Before your first download, the download page asks you to tick a box to get your files straight away. Your right to cancel then ends once the download starts, and we email you a confirmation with these terms attached.
- The link works for a limited time and a limited number of downloads, as the email says. If it runs out, or you lose your files, email us and we will send them again.

- School licences include every correction and update to the unit, which we send by email. The licence terms explain this.

10. If something is wrong with a file

Tell us at hello@btl.education with your order number, the file and the page.

- If you are a consumer, the files must be as described, fit for purpose and of satisfactory quality. If they are not, we will repair or replace them. If we cannot do that within a reasonable time and without significant inconvenience to you, you can have some or all of your money back. If a file damages your device or other digital content because we did not use reasonable care and skill, we will repair the damage or pay you compensation.
- If you buy for a school or for your teaching, we will correct or replace a faulty file, or refund the price of that product if we cannot.

Our refunds and cancellation policy has the details.

11. Our responsibility for loss

If you are a consumer, we are responsible for loss you suffer that was a foreseeable result of our breaking these terms or failing to use reasonable care and skill. We are not responsible for loss that was not foreseeable. We supply the files for private study only.

If you buy for a school or for your teaching:

- our total liability for an order is limited to the price paid for that order
- we are not liable for loss of profit, revenue, data or goodwill, or for any indirect or consequential loss
- your school decides how the resources are used, including how lessons on difficult subjects in the set texts are taught under its safeguarding policy. The teacher notes flag those lessons.

Nothing in these terms limits our liability for death or personal injury caused by our negligence, for fraud, or for anything else the law does not allow us to limit.

12. Events outside our control

If something outside our control delays a delivery or an update, we will tell you as soon as we can and do what we reasonably can to limit the delay.

13. Complaints

Email hello@btl.education. We reply within two working days. If a complaint needs longer, we will tell you when to expect a full answer.

We do not use an alternative dispute resolution scheme. If you are a consumer and still unhappy, Citizens Advice (citizensadvice.org.uk) can explain your options, including the small claims court.

Complaints about how we use personal data are covered by our privacy notice.

14. The law that applies

- These terms are governed by the law of England and Wales.
- If you are a consumer, you can bring a claim in the courts of England and Wales or, if you live in Scotland or Northern Ireland, in the courts there.
- For schools and other buyers who buy for work, the courts of England and Wales alone decide any dispute.

15. Changes to these terms

We may update these terms. The version on this page when you place your order applies to that order.

Licence terms

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Every file you buy from Between the Lines comes with a licence that says who may use it and how. Granary Digital Ltd owns the copyright in the resources. Your licence lets you use them, and it has no end date.

Licence	Who may use the files	Formats
Personal	One student, for their own study	PDF
Teacher	One named teacher, with their own classes	Word, PowerPoint and PDF
School	Every teacher and student at one school on one site	Word, PowerPoint and PDF
Trust	Each further school in the same trust, on its own school licence at half price	Word, PowerPoint and PDF

What every licence allows

- Use, print and copy the files within your licence.
- Edit the Word and PowerPoint files to suit your classes. Edited versions stay under the same licence and may not be shared any more widely than the originals.
- Keep using the files for as long as you like.

Personal licence

- For one student's own study: the student who bought the pack, or the student it was bought for.
- Print as many copies as that student needs.
- Not for sharing with other students or a class, and not for use by a teacher or tutor with other students.

Teacher licence

- For one named teacher, with their own classes at the school where they teach.
- Print copies for your students. You can also share the files with them on your school's own learning platform, such as Google Classroom or Microsoft Teams, where only they can see them.
- Colleagues are not covered. If other teachers want to use the resources, your school needs a school licence.
- If you move school, your licence moves with you. Tell us, and we will update our record and reissue your files.
- Private tuition is not covered.

School licence

- For every teacher and student at one school on one site.
- Print, copy and share the files within the school, including on its own learning platform where only its staff and students can see them.
- Students may keep their copies for their own study, including after they leave.
- Includes every correction and update to that unit until the reformed GCSE replaces it. We send updates to the email address on the order.

Schools in a trust

- Each further school in the same multi-academy trust can have a school licence for the same unit at half the school licence price.
- Each school needs its own licence. A school licence for one school does not cover the others in its trust.

Upgrading

A teacher licence upgrades to a school licence at any time. You pay the current school licence price, less what you paid for the teacher licence.

Free resources

- The lesson samplers, the Thesis Statement Builder, the Year 11 countdown and A Christmas Carol's quotation a day are free to use and print, in a school or at home.
- The guide for parents and carers is free to print and share.
- To share a free resource with others, please share the link to our free resources page.

The name and order number on your files

- Paid files carry the licence holder's name and the order number. A personal licence shows a first name and surname initial, a teacher licence the teacher's name and school, and a school licence the school's name. We never print an email address.
- Please leave them in place. They tell us whose copy a shared file is.
- If the licence line printed in a file differs from the licence you bought, the licence you bought applies.

What no licence allows

- Selling, lending or giving the files, or copies of them, to anyone outside the licence.
- Uploading the files to any website, app or file-sharing service that people outside the licence can reach, including Tes, Studocu, Scribd, Course Hero and Quizlet.
- Removing or hiding the copyright line, the licence line, or the name and order number.
- Using the files to train or fine-tune an AI model.
- Selling resources made from ours.

These resources are not covered by the CLA Education Licence, so it gives schools no further right to copy them.

If a licence is broken

If we find a copy outside its licence, we contact the licence holder first, usually with the price of the licence that would cover the use. If the copy stays up, we ask the website to remove it, and we may end the licence or take further action.

Changes to these terms

The licence terms on this page when you bought apply to that purchase. Later changes do not take away rights you already have.

Refunds and cancellation

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Our products are downloads. If you ask for your files straight away, your right to cancel ends once the download starts. If a file is faulty or not as described, we will put it right.

Changing your mind

If you buy as a consumer, the law usually gives you 14 days to cancel an order made online. For downloads, that right ends early once both of these have happened:

- 1 Before your first download, you asked for your files straight away and confirmed that you understand you lose your right to cancel once the download starts.
- 2 You started the download.

We then email you a confirmation of what you agreed.

Until your download starts, you can still cancel within 14 days of your order. Email hello@btl.education with your name, your order number and the words "I cancel my order". We will refund you within 14 days of hearing from you. If you would rather not tick the box at all, tell us, and we will send your files once the 14 days have passed.

Once your download has started, we do not give refunds for a change of mind. That includes choosing the wrong pack or licence, or ordering the same thing twice.

Buying for a school or for your teaching

The 14-day right to cancel is for consumers. Orders for a school, and teacher licences bought for teaching, cannot be cancelled once we have sent the files. A school can withdraw a purchase order at no cost until then.

If a file is faulty or not as described

A file is faulty if it will not open, has pages missing, does not match its product page, or has mistakes that stop it doing what the product page says.

- 1 Email hello@btl.education with your order number, the file and the page.
- 2 We correct or replace the file as quickly as we can, and tell you when to expect it.
- 3 If we cannot correct or replace it within a reasonable time and without significant inconvenience to you, we refund part or all of the price.

If you are a consumer, these are your rights under the Consumer Rights Act 2015, and nothing in this policy reduces them.

Upgrading in place of a refund

If you bought a teacher licence and your school wants a school licence, you do not need a refund. Upgrade at any time by paying the current school licence price, less what you paid for the teacher licence.

How refunds are paid

We refund to the card or account you paid with, within 14 days of agreeing the refund. If an invoice has not been paid yet, we cancel it or send a credit note.

Cancellation form

You can cancel by email in your own words. If you prefer, copy this form into an email or a letter.

To Granary Digital Ltd, trading as Between the Lines, Unit 3 The Old Grainstore, Adsdean Farm, Funtington, Chichester, West Sussex, PO18 9DN (hello@btl.education)

I give notice that I cancel my contract for the supply of the following digital content:

Ordered on:

Order number:

Name:

Address:

Signature (only if sent on paper):

Date: