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By using any part of the website at <http://www.illuminate.digital> you accept these Terms and Conditions.
If you do not agree to these provisions you are not entitled to use the website.**

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For the best possible experience we suggest that you use the latest version of Internet Explorer, Chrome, FireFox or Safari as your web browser. On Android tablets, we recommend using Chrome only.

The digital books can be viewed on PCs, Macs, most Android tablets and iPads running iOS7 or higher. On tablets, the site has been optimised for use in landscape mode. The Windows 10 mobile OS is not currently supported, therefore windows-based tablets are not supported.

Please note that phone screens are not large enough to view the digital books. The digital book bundles are not designed to work on phones.

To access some of the resources in the browser you are using, you will require a PDF viewer such as Adobe Reader and a PowerPoint viewer such as Microsoft PowerPoint.

Contact details for customer queries

Purchase Digital Books Bundles via the website <http://www.illuminatepublishing.com>

Fax: 01494 370004
Email: sales@illuminatepublishing.com
Telephone: 01494 481553

Contact details for technical support queries

Email: digitalsupport@illuminatepublishing.com
Telephone: 07837 388105

Technical support is available during office hours: Monday - Friday 9am - 5pm (excluding Bank Holidays)

Please provide as much detail as possible if you contact us by email:

- the digital book bundle you are using
- your school name and username
- the nature of the problem, including any error messages that have appeared
- any steps you have already taken to try and solve the problem
- the computer or device being used, including operating system and browser
- your contact details and preferred method of contact

We will aim to resolve your problem as quickly as possible. It may sometimes be necessary to speak to you whilst you are at your computer or using the device on which you are experiencing a problem.

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