

What products does The Latitude Mapping Portal offer?

There are two ways to order from Latitude Mapping Ltd - online using our self-serve tool - *The Latitude Mapping Portal* or via our Sales Office (01707 663090 or enquiries@latitudemaps.co.uk)

The list below details the available products from these sources:

Order from The Latitude Mapping Portal – www.geostore.com/latitudemappingportal/

- Ordnance Survey Maps for Planning (1:200 to 1:2500 scale, monochrome or colour) (Pdf/Tiff/doc)
- Map & Height Data for CAD - OS MasterMap Vector, LiDAR Terrain & Surface Height Data, 5m DTM data (DWG, DXF formats)
- Map & Height Data for GIS (& AutoCAD Map 3D) - OS MasterMap Vector, LiDAR Terrain & Surface Height Data, 5m DTM data, 5m Contours (ESRI, GML, MapInfo Formats) More Map 3D, OS Transport Network Layer, BaSEMAP (ESRI, GML, MapInfo Formats)
- OS mid-small scale mapping - OS Streetview (1:10k), 1:25k, 1:50k & 1:250k JPEG or TIFF
- Aerial Photography 25cm & 12.5cm resolution data

Order from The Latitude Sales Office – (01707 663090 or enquiries@latitudemaps.co.uk)

- Ordnance Survey Maps for Planning – OS MasterMap (1:200 to 1:2500 scale, monochrome or colour) (PDF/TIFF/DOC)
- Map & Height Data for CAD - OS MasterMap Vector, LiDAR Terrain & Surface Height Data, 5m DTM data (DWG, DXF formats)
- Map & Height Data for GIS (& AutoCAD Map 3D) - OS MasterMap Vector, LiDAR Terrain & Surface Height Data, 5m DTM data, 5m Contours (ESRI, GML, MapInfo Formats) More Map 3D, OS Transport Network Layer, BaSEMAP (ESRI, GML, MapInfo Formats)
- OS Mid-Small Scale Mapping - OS Streetview (1:10k), 1:25k, 1:50k & 1:250k JPEG or TIFF
- Aerial Photography 25cm & 12.5cm resolution data
- OS Historical Mapping
- Small scale printed mapping (OS Landranger, Explorer, Road Maps etc. Bespoke mapping and data)
- Lease Plans and Land Registry Compliant maps and data

Our sales team can be contacted 9am to 5.30pm, Monday to Friday.

T: 01707 663090

F: 01707 663029

E: enquiries@latitudemaps.co.uk

Latitude Mapping Ltd
Northaw House
Coopers Lane
Northaw
Hertfordshire
EN6 4NG

Returns & Refund Policy

At Latitude we make every effort to ensure that you are satisfied with the product supplied. In the event of any problems our returns policy is outlined below.

Latitude will accept back all goods that have been purchased from us and that are returned in good condition within 14 days. Latitude will also accept back all goods that are faulty **(faulty goods must be reported to Latitude within 48 hours of goods being delivered. Faulty goods reported after this period would be addressed at our discretion)** or that are deemed by you to be not of satisfactory quality, not fit for their purpose or not matching their description, regardless of whether the product has been used or not. Shipping charges will not be refunded.

If you have bought a product online and would like to return it, you may return the goods to us at the address below:

Latitude Mapping Ltd (Returns)
Northaw House
Coopers Lane
Northaw
Hertfordshire
EN6 4NG

Digital Files

If you are not satisfied with your order you can cancel your order by returning the order media, within 7 working days of receiving it and with all seals unbroken.

Latitude Mapping Ltd (Returns)
Northaw House
Coopers Lane
Northaw
Hertfordshire
EN6 4NG

You will also need to include a completed Returns Form. An electronic copy is available [here](#).

If you received your data by download and wish to return it, please complete a Returns Form and confirm that all copies of this data have been deleted.

We will arrange to do one of the following for you:

- Refund your credit/debit card
- Exchange the item(s) for more suitable alternatives where this is possible

If you have any questions about our online returns policy you can contact our Customer Services team by email: enquiries@latitudemaps.co.uk

These guarantees are in addition to your statutory rights, which remain unaffected.

Right to Cancel

Under the Distance Selling Regulations, you have a right to cancel your order for any item purchased on this website for a full refund.

Your right to cancel does not apply to items that have been used or fitted by you. In addition the right to cancel does not apply to software that has been opened or unsealed. You must take reasonable care of the goods while they are in your possession.

To cancel your order email us at: enquiries@latitudemaps.co.uk

Damaged or Defective Goods

If in the unlikely event your goods arrive in a damaged condition or are defective, you must report this within 48 hours of goods being delivered, stating the invoice number and the

nature of the defect or shortage. Failure to do so will deem that you have accepted the goods.

If for any reason a replacement is not available for a damaged or defective item then Latitude Mapping Ltd will refund the value of the returned goods to the original payment method.

Delivery Policy

Latitude Mapping Portal

We aim to have digital data available on the download site within minutes. When the data is available you will receive notification by email.

Please note that orders will remain on the Latitude Mapping Portal download site for 7 days from completion, therefore it is recommended that data is collected and saved elsewhere as soon as possible.

If you ordered digital data for supply on CD or DVD these will be sent by first class post. Unfortunately we cannot take responsibility for failures or delays within the postal system. If your order is predicted to require more than 100 DVD's the Latitude Mapping Portal support team will contact you with an estimate of order processing times and to discuss alternative media options.

Orders through the Latitude Sales office

Delivery of data files by email will normally be within an hour of placing the order (longer for larger orders) during normal working hours, Monday to Friday, 9.00 am to 5.30pm.

For printed maps the following delivery charges apply

A4 Planning Maps	£1.50
A3 Planning Maps (rolled)	£3.50
Flat Maps (rolled) up to 90cm	£5.00
Flat Maps (rolled) over 90cm	£10.00
Folded Maps	£1.50 each (maximum £3.00)
CD Roms and Atlases	£2.00 each

Items are despatched as soon as possible after order. A4 and A3 Planning Maps are usually despatched the same day when received before 4.00 pm. All other orders, delivery will depend on production time.

Latitude Mapping Ltd's Contract with You

No contract shall exist between you and Latitude until Latitude has sent you an email confirming both receipt and acceptance of your order. Latitude is entitled to withdraw from any contract in the case of obvious errors or inaccuracies regarding the goods or the order appearing on Latitude's site.

Governing Law

The contract between us shall be governed by and interpreted in accordance with English law, and the English courts shall have jurisdiction to resolve any disputes between us.

Invalidity of Terms and Conditions

If for any reason part of these terms and conditions is unenforceable, the validity of the remaining terms and conditions shall not be affected.

Entire Agreement

Latitude Mapping Limited

- **Registered office:**
Alpha House
176a High Street
Barnet
London
EN5 5SZ
- **Company registration number:** 6388244
- **VAT registration:** 676 1882 93

Contact Us

Help!

If you have any questions, can't find what you are looking for or need help to place an order call us on 01707 663090 or email us at enquiries@latitudemaps.co.uk

Feedback

We would like to know what you think of Latitude Mapping Ltd and the Latitude Mapping Portal. Please email your comments to enquiries@latitudemaps.co.uk

Technical Difficulties

If you experience technical issues when using the Latitude Mapping Portal, for example a page link is not working, then please email enquiries@latitudemaps.co.uk or call us on 01707 663090

Latitude Mapping Ltd

Latitude Mapping Ltd is a company registered in England and Wales with company number 6388244. VAT number 676 1882 93

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