

TERMS OF SALE

BACKGROUND:

These Terms and Conditions are to apply when a customer places an order for goods and <<Insert Co...>> (“the Trader”) accepts the order and the contract is made “of

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These Terms and Conditions apply to a “Consumer” as defined by the Consumer Rights Act 2015.

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1. Definitions and Interpretation

1.1 In these Terms and Conditions, the following expressions shall have the meanings:

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“Business”

trade, craft or profession carried on by a person/organisation;

“Commercial Unit”

goods, the character and/or value of which is materially impaired if divided;

“Consumer”

as defined by the Consumer Rights Act 2015. A person who enters into these Terms and Conditions as a customer of the Trader who is acting for their personal use and for purposes other than the purposes of any Business;

“Contract”

the sale and purchase of the Goods in accordance with these Terms and Conditions;

“Goods”

the Goods which will supply;

“Model Cancellation Form”

the Model Cancellation form attached as Appendix 1;

“Order”

an order for the purchase and delivery of Goods;

“Perishable Goods”

Goods which are reduced in value and which are not intended for long-term storage;

“Sales Literature”

includes brochures, catalogues, leaflets, price lists and other documents providing details of Goods and their characteristics; and

“We/Us/Our”

includes all employees, agents and representatives of the Trader;

“You/Your”

refers to a customer of the Trader.

1.2 Each reference in these Terms and Conditions to an expression, including the expression “writing”, shall include a reference to that expression whether sent by e-mail, [text message,] fax or other electronic means.

Each reference in these Terms and Conditions to an expression, including the expression “writing”, shall include a reference to that expression whether sent by e-mail, [text message,] fax or other electronic means.

1.3 Each reference to a statute or provision of a statute is a reference to that statute or provision as amended at the relevant time.

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clarification.

4.2 Nothing provided constitutes a contract or a contractual offer to

not limited to Sales Literature, acceptance. Your Order constitutes an offer, accept.

4.3 A legally binding contract and You will be created upon our acceptance in writing

and You will be created upon our

4.4 We will ensure that such information is given or made available to You prior to the formation of the contract between Us and You, save for where such information is given in the context of the transaction:

is given or made available to You between Us and You, save for where such information is given in the context of the transaction:

4.4.1 The main characteristics of the Goods;

s;

4.4.2 Our identity (set out in Clause 1);

in Clause 2) and contact details

4.4.3 The total price of the Goods is such that the manner in which the price is calculated;

including taxes or, if the nature of the Goods is such that it cannot be calculated in advance, the

4.4.4 Where applicable, any delivery charges and the manner in which they will be calculated;

delivery charges or, where such charges are applicable, the manner in which they will

4.4.5 Where applicable, the terms by which We will accept payment for the Goods;

for payment, delivery and the time for delivery of the Goods;

4.4.6 Our complaint handling policy;

4.4.7 Information on our right of withdrawal (set out in Clause 6);

cancel during the "cooling off" period

4.4.8 We will ensure that the Goods are of the quality that are in conformity with the contract;

of Our legal duty to supply goods that are in conformity with the contract;

4.4.9 Where applicable, any guarantees;

after-sales services and commercial

4.4.10 Where applicable, any technical protection measures;

, including appropriate technical protection measures; and

4.4.11 Where applicable, any compatibility of digital content with hardware and software expected to be used with the Goods;

compatibility of digital content with hardware and software expected to be used with the Goods; aware of or might reasonably be

5. Description and Specifications

5.1 We have made every effort to ensure that the Goods conform to the illustrations, photographs and descriptions provided in Our Sales Literature [and descriptions provided to you by sales people]. We cannot, however, guarantee that all illustrations, photographs and/or descriptions will be precisely accurate and that there will be no errors in the printing process] AND/OR that there will be no errors in the colour reproduction of electronic displays]].

ensure that the Goods conform to the illustrations, photographs and descriptions provided in Our Sales Literature [and descriptions provided to you by sales people]. We cannot, however, guarantee that all illustrations, photographs and/or descriptions will be precisely accurate and that there will be no errors in the printing process] AND/OR that there will be no errors in the colour reproduction of electronic displays]].

5.2 If You receive any Goods that do not conform to the illustrations, photographs or descriptions under this clause, You may return those Goods to Us as provided in Clause 6.

conform to illustrations, photographs or descriptions under this clause, You may return those Goods to Us as provided in Clause 6.

5.3 If We find, or are notified, of any typographical, clerical or other errors in Our Sales Literature We will make every effort to correct such errors by reprints or amendments as soon as is reasonably

typographical, clerical or other errors in Our Sales Literature We will make every effort to correct such errors by reprints or amendments as soon as is reasonably

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possible. If, as a result of our omission, You have received the wrong Goods, You must return them to Us as provided in Clause 9. If, as a result of any such error, You have paid too much, We will refund the excess payment to You.

omission, You have received the wrong Goods, You must return them to Us as provided in Clause 9. If, as a result of any such error, You have paid too much, We will refund the excess payment to You.

5.4 We reserve the right to vary the specification of the Goods that may be required to comply with applicable safety or other legal or regulatory requirements.

in the specification of the Goods that may be required to comply with applicable safety or other legal or regulatory requirements.

6. Orders

6.1 All Orders You place with Us are subject to these Terms and Conditions.

subject to these Terms and Conditions.

6.2 You may change Your Order before We despatch the Goods by contacting Us. [Revisions to Orders do not need to be made in writing.]

before We despatch the Goods by contacting Us. [Revisions to Orders do not need to be made in writing.]

6.3 If You change Your Order, You must notify Us in writing of any change to the Price.

You must notify Us in writing of any change to the Price.

6.4 You may cancel Your Order before We despatch the Goods by contacting Us. If You do so, We will refund the payment to You for the Goods under Clause 7, We will not be liable for any loss of profit. [If You request a refund, please confirm this cancellation in writing.]

before We despatch the Goods by contacting Us. If You do so, We will refund the payment to You for the Goods under Clause 7, We will not be liable for any loss of profit. [If You request a refund, please confirm this cancellation in writing.]

6.5 We may cancel Your Order in the following circumstances:

before We despatch the Goods in the following circumstances:

6.5.1 The Goods are unavailable and We are unable to re-stock (if, for example, the supplier ceases trading); or

and We are unable to re-stock (if, for example, the supplier ceases trading); or

6.5.2 An event occurs which prevents us from supplying the Goods for a period of more than <<insert time period>> (please specify the period).

continues for more than <<insert time period>> (please specify the period).

6.6 If We cancel Your Order, we will refund the payment to You within <<insert time period>>. If You have already paid for the Goods under Clause 7, We will confirm the cancellation in writing.

6.5 and You have already paid for the Goods under Clause 7, We will confirm the cancellation in writing.

7. Price and Payment

7.1 The price of the Goods shown in Our <<insert document, e.g. price list>> in force at the time of Your Order. If the price shown in Your Order differs from Our current price, We will charge You the price shown in Our <<insert document, e.g. price list>> upon receipt of Your Order.

Our <<insert document, e.g. price list>> in force at the time of Your Order. If the price shown in Your Order differs from Our current price, We will charge You the price shown in Our <<insert document, e.g. price list>> upon receipt of Your Order.

7.2 If We quote a special price, the special price will be valid for the period shown in Our <<insert document, e.g. price list>>. Orders placed during this period will be accepted at the special price. We do not accept the Order until after the period has ended.

different from the price shown in Our <<insert document, e.g. price list>>, the special price will be valid for the period shown in Our <<insert document, e.g. price list>>. Orders placed during this period will be accepted at the special price. We do not accept the Order until after the period has ended.

7.3 We may change Our prices from time to time. These changes will not affect any Orders that We have already received.

these changes will not affect any Orders that We have already received.

7.4 We have made every effort to ensure that our prices, as shown in Our current <<insert document, e.g. price list>> are correct. Prices will be checked when We receive Your Order. If the actual price of the Goods is lower than that stated in Our <<insert document, e.g. price list>>, We will charge You the lower price. If

ensure that our prices, as shown in Our current <<insert document, e.g. price list>> are correct. Prices will be checked when We receive Your Order. If the actual price of the Goods is lower than that stated in Our <<insert document, e.g. price list>>, We will charge You the lower price. If

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the actual price of the Goods that you have ordered. We will ask You how You wish to pay for the Goods.

that stated in Your Order, We will

7.5 All prices include VAT. We will adjust the rate of VAT that You must pay. Changes in VAT rates will apply to any prices where We have already received payment in full.

changes between the date of Your Order and the date of payment. We will adjust the rate of VAT that You must pay. Changes in VAT rates will apply to any prices where We have already received payment in full.

7.6 Our prices [include/exclude] delivery costs to the final sum of delivery. [We will add delivery costs to the final sum of delivery.

of delivery. [We will add delivery costs to the final sum of delivery.

7.7 You must pay for the Goods before We can despatch the Goods to You.

before We can despatch the Goods to You.

7.8 We accept the following payment methods:

at:

7.8.1 <<insert type of payment method>>

7.8.2 <<insert type of payment method>>

7.8.3 <<insert type of payment method>>

7.8.4 <<insert type of payment method>>

7.8.5 <<add more payment methods if required>>.

required>>.

7.9 Credit and/or debit card payments will only be accepted if You have provided a valid card number and expiry date until We despatch the Goods to You.

and until We despatch the Goods to You.

7.10 If You do not make payment by the due date [as shown in/on <<insert invoice reference number>>] We may charge You interest on the overdue sum at a rate of <<insert percentage between 2 and 4>>% per annum above the base rate of the Bank of England at the time. Interest will accrue from the due date for payment until the actual date of payment or until a court judgment. You must pay the overdue sum, whether before or after the due date, when paying an overdue sum.

due date [as shown in/on <<insert invoice reference number>>] We may charge You interest on the overdue sum at a rate of <<insert percentage between 2 and 4>>% per annum above the base rate of the Bank of England at the time. Interest will accrue from the due date for payment until the actual date of payment or until a court judgment. You must pay the overdue sum, whether before or after the due date, when paying an overdue sum.

7.11 The provisions of this clause will not apply if You have promptly contacted Us to dispute the invoice. No interest will accrue while such a dispute is ongoing.

not apply if You have promptly contacted Us to dispute the invoice. No interest will accrue while such a dispute is ongoing.

8. Delivery

8.1 Please note that delivery will be made to the address provided in Your Order OR [<<insert a more detailed address if required>>].

possible within [the United Kingdom] or [<<insert a more detailed address if required>>].

8.2 When We accept Your Order, We will provide an estimated delivery date. Please note that delivery dates may vary according to the availability of Goods and other circumstances beyond our control. Unless agreed otherwise, Goods will be delivered without undue delay and in any case no later than <<insert number of days after the date on which the Contract is formed>> days after the date on which the Contract is formed.

provide an estimated delivery date. Delivery dates may vary according to the availability of Goods and other circumstances beyond our control. Unless agreed otherwise, Goods will be delivered without undue delay and in any case no later than <<insert number of days after the date on which the Contract is formed>> days after the date on which the Contract is formed.

8.3 If You indicate in Your Order that You wish to collect the Goods from Us Yourself You may do so during Our business hours.

to collect the Goods from Us Yourself You may do so during Our business hours.

8.4 Delivery will be deemed to have taken place when the Goods have been delivered to the person named in Your Order and You (or someone identified in Your Order) have taken physical possession of the Goods or, if You are collecting the Goods, when You have collected the Goods.

place when the Goods have been delivered to the person named in Your Order and You (or someone identified in Your Order) have taken physical possession of the Goods or, if You are collecting the Goods, when You have collected the Goods.

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- 9.2.1 it is not possible to repair the Goods;
- 9.2.2 arranging a replacement would impose a significant burden on You;
- 9.2.3 We would not repair the Goods within a reasonable time.

You may opt either to accept a reduced price, or to cancel the Contract and receive a refund that We may reduce such refunds to take account of the value of the Goods since they were delivered to You.

9.3 Please note that You may not claim under this Clause 9 if:

- 9.3.1 We informed You of any damage or other problems with the Goods before You accepted them;
- 9.3.2 You have purchased the Goods for an unsuitable purpose that is neither obvious nor stated to Us and the problem has resulted from Your use of the Goods for that purpose; or
- 9.3.3 the problem is due to wear and tear, misuse or intentional or careless damage to the Goods.

Please also note that You may not claim under this Clause 9 merely because You have damaged the Goods. Please refer to Clause[s] 10 [and 11] for details.

9.4 To return Goods to Us, You must bring them to a person during Our normal business hours>> or You may alternatively request that We send a suitable delivery choice. [You may alternatively request that We collect the Goods from You. Please ensure that the Goods are ready for collection at the agreed time and location. We are not responsible for the Goods in this case, however We may appoint a third party to collect the Goods in which case We will provide You with all relevant details.] We are responsible for the costs of returning the Goods under this Clause 9 to You where appropriate.

9.5 Repairs made under this Clause 9 shall be carried out within a reasonable time [and in any event within <insert period>> of Our receipt of the Goods]. Replacements issued under this Clause 9 will be dispatched within a reasonable time [at <insert period>> of Our receipt of the original Goods]. Repairs and replacements will be performed and/or issued at Our expense (including any reductions in price) [and any other costs] (whether full or partial, including any other costs) in <<insert normal refund period>> of the event triggering the claim.

9.6 All refunds issued under this Clause 9 shall include all delivery costs paid by You when the Goods were delivered.

9.7 For further information as a consumer, please contact Your local Citizens Advice Bureau or Trading Standards Office.

10. Cancellation of Contract and Refund Period

10.1 Where the Contract provides for a "cooling off" period, You have a statutory right to cancel the Contract once the Contract has been made and ends 14 calendar days after the Goods have been delivered. If the Goods are not delivered, the 14 day period begins on the day that the Goods are delivered.

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You receive the first delivery of the Goods, this Clause does not apply in relation to Perishable Goods.

10.2 If You wish to cancel the contract, You must inform Us immediately (e.g. a letter sent by post, fax or email to the postal address specified in these Terms and Conditions or the email address specified in these Terms and Conditions) and return the Model Cancellation Form, but You do not have to.

the cooling off period You should use the Model Cancellation Form (e.g. a letter sent by post, fax or email to the postal address specified in these Terms and Conditions or the email address specified in these Terms and Conditions) and return the Model Cancellation Form, but You do not have to.

10.3 To meet the cancellation deadline, You must send Your communication concerning the cancellation period to Us by the end of the cancellation period.

is sufficient for You to send Your communication concerning the right to cancel before the end of the cancellation period.

10.4 If You exercise the right to cancel, We will refund to You the amount paid to Us in respect of the Goods.

receive a full refund of any amount paid to Us in respect of the Goods to Clause 10.7.

10.5 We will refund money to You by the same method used to make the payment, unless You have exercised the right to cancel for any reason other than any fees as a result of the cancellation.

method used to make the payment, unless You have exercised the right to cancel for any reason other than any fees as a result of the cancellation.

10.6 You must return Goods to Us within 14 calendar days of the day on which You inform Us that You have exercised the right to cancel. You must pay return shipment costs if You return Goods to Us.

calendar days of the day on which You inform Us that You have exercised the right to cancel. You must pay return shipment costs if You return Goods to Us.

10.7 We will issue Your refund within 14 calendar days after the end of the standard delivery cycle for the Goods, including standard delivery charges, delivery and gift-wrapping charges, in value of any goods returned by You.

day and, in any event no later than 14 calendar days after the end of the standard delivery cycle for the Goods. The refund will include the amount paid to Us for the Goods and additional costs such as express delivery charges, delivery and gift-wrapping charges, in value of any goods returned by You.

10.8 [Clause 11 applies to the Goods if the cooling off period has expired.]

contract after the 14 calendar day cooling off period has expired.

11. [Returning Goods If You Cancel the Contract]

11.1 If after the 14 calendar day cooling off period has expired You are not satisfied with the Goods, You have the right to return them to Us, subject to the provisions of this Clause. This Clause does not apply to Goods that are incorrect, faulty or damaged. For more information, please refer to Clause 10. This Clause does not apply in relation to Perishable Goods.

period referred to in Clause 10 has expired. If You are not satisfied with the Goods purchased from Us You have the right to return them to Us, subject to the provisions of this Clause [or a replacement], subject to the provisions of this Clause. This Clause does not apply to Goods that are incorrect, faulty or damaged. For more information, please refer to Clause 10. This Clause does not apply in relation to Perishable Goods.

11.2 If You wish to return Goods to Us, You must do so within the time period specified in Clause 11. You must do so within the time period specified in Clause 11 (or collecting them from Us), telling Us why You wish to return the Goods.

Clause 11 You must do so within the time period specified in Clause 11 (or collecting them from Us), telling Us why You wish to return the Goods.

11.3 If You are returning Goods to Us, they must be in their original condition and packaging, by proof of purchase.

under this Clause 11 they must be in their original condition and packaging, by proof of purchase.

11.4 You may return Goods to Us during Our business hours of <<insert business hours>> or by post or another suitable delivery service of Your choice. You are responsible for the cost of returning Goods to Us under this Clause.

during Our business hours of <<insert business hours>> or by post or another suitable delivery service of Your choice. You are responsible for the cost of returning Goods to Us under this Clause.

11.5 [You may request that the Goods are returned to You solely responsible for the cost of returning the Goods to Us under this Clause.]

Goods from You. Please ensure that the Goods are returned to You at the agreed time and location. You are responsible for the cost of returning the Goods to Us under this Clause.

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11.]

11.6 We will issue refund in person or within return Goods to Us Goods from You.]

mediately if You return Goods to Us of Our receipt of the Goods if You every service [or if We collect the

11.7 Please note that consumers resident are in addition to you

period (guarantee) applies only to The provisions of this Clause 11 of them.]

12. Complaints and Feedback

12.1 We always welcome all reasonable ende Ours is a positive of any cause for comp

customers and, while We always use Your experience as a customer of ant to hear from You if You have

12.2 All complaints are h and procedure, ava

with Our complaints handling policy on(s)>>.

12.3 If You wish to com contact Us in one of

of Your dealings with Us, please

12.3.1 [In writing, department>

t name and/or position and/or

12.3.2 [By email, department>

t name and/or position and/or s>>];

12.3.3 [Using Our of form;]

g the instructions included with the

12.3.4 [By contacti choosing op

<insert telephone number>> [and when prompted.]]

13. Events Outside of Our Co

13.1 We will not be liab under these Terms cause that is beyon not limited to: powe or other industrial explosion, flood, (threatened or actual preparations for wa that is beyond Our r

lay in performing Our obligations e failure or delay results from any ol. Such causes include, but are provider failure, strikes, lock-outs riots and other civil unrest, fire, subsidence, acts of terrorism , undeclared, threatened, actual or tural disaster, or any other event

13.2 If any event describ affect Our perform Conditions:

3 occurs that is likely to adversely igitations under these Terms and

13.2.1 We will infor

sonably possible;

13.2.2 Our obligati limits that W

will be suspended and any time tended accordingly;

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13.2.3 We will inform You of the date when the Goods will be delivered. We will provide details of the date of delivery if necessary;

outside of Our control is over and above the date of delivery of Goods as stated in the Contract;

13.2.4 If the event of cancellation of the Contract occurs within the time period specified in the Contract, We will be paid the full price of the Goods;

if the event of cancellation of the Contract continues for more than <<insert number of days>> days after the date of the Contract and inform You of the date of cancellation of the Contract as a result of that cancellation as soon as reasonably possible;

13.2.5 If an event of cancellation of the Contract occurs, You will retain Your right to cancel under sub-Clause 13.1.2;

if an event of cancellation of the Contract occurs and You wish to cancel the Contract, You will retain Your right to cancel under sub-Clause 13.1.2;

14. Liability

14.1 We will be responsible for any loss or damage that You may suffer as a result of the use of the Goods or as a result of Our negligence or the negligence of Our employees or agents or as a result of the consequence of the use of the Goods by Us when the Contract is in force or damage that is not caused by the use of the Goods;

the loss or damage that You may suffer as a result of the use of the Goods or as a result of Our terms and Conditions or as a result of Our negligence or the negligence of Our employees or agents or as a result of the consequence of the use of the Goods by Us if it is foreseeable if it is an obvious consequence of the use of the Goods or if it is contemplated by You and We will not be responsible for any loss or damage that is not caused by the use of the Goods;

14.2 We will maintain adequate insurance covering Our liability for the use of the Goods.

We will maintain adequate insurance including public liability insurance covering Our liability for the use of the Goods.

14.3 We only supply Goods for private use. We make no warranty or representation that the Goods are suitable for commercial, business or industrial purposes of any kind. If You use the Goods for any other purpose than private use, You will not use the Goods for any loss of profit, loss of business or business opportunity.

We only supply Goods for private use. We make no warranty or representation that the Goods are suitable for commercial, business or industrial purposes of any kind. If You use the Goods for any other purpose than private use, You will not use the Goods for any loss of profit, loss of business or business opportunity.

14.4 Nothing in these Terms and Conditions is intended to or will limit or exclude Our liability for death or personal injury or fraudulent misrepresentation.

Nothing in these Terms and Conditions is intended to or will limit or exclude Our liability for death or personal injury or fraudulent misrepresentation.

14.5 Nothing in these Terms and Conditions is intended to or will limit Your legal rights as a Consumer under the Consumer Rights Act 2015 or other consumer protection legislation. For more details of Your legal rights, contact Your local Citizens Advice Bureau or the Trading Standards Office.

Nothing in these Terms and Conditions is intended to or will limit Your legal rights as a Consumer under the Consumer Rights Act 2015 or other consumer protection legislation. For more details of Your legal rights, contact Your local Citizens Advice Bureau or the Trading Standards Office.

15. How We Use Your Personal Information (Data Protection)

We will only use Your personal information in accordance with Our Privacy Notice (<<insert document name, e.g. Privacy Notice>> available at <<insert URL>>).

We will only use Your personal information in accordance with Our Privacy Notice (<<insert document name, e.g. Privacy Notice>> available at <<insert URL>>).

16. Other Important Terms

16.1 We may transfer (assign) all or part of Our rights and obligations under the Contract to a third party (this may include if We sell Our business). If this occurs We will inform You in writing. Your rights under the Contract will not be affected and Our obligations under the Contract will be transferred to the third party who will remain responsible for the performance of the Contract.

We may transfer (assign) all or part of Our rights and obligations under the Contract to a third party (this may include if We sell Our business). If this occurs We will inform You in writing. Your rights under the Contract will not be affected and Our obligations under the Contract will be transferred to the third party who will remain responsible for the performance of the Contract.

16.2 [You may transfer (assign) all or part of Our rights and obligations under the Contract to a third party (this may include if We sell Our business). If this occurs We will inform You in writing. Your rights under the Contract will not be affected and Our obligations under the Contract will be transferred to the third party who will remain responsible for the performance of the Contract.]

[You may transfer (assign) all or part of Our rights and obligations under the Contract to a third party (this may include if We sell Our business). If this occurs We will inform You in writing. Your rights under the Contract will not be affected and Our obligations under the Contract will be transferred to the third party who will remain responsible for the performance of the Contract.]

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after You have completed the purchase of the Goods from Us.]

16.3 You may not transfer your obligations and rights under these Terms and Conditions (including this Contract, as applicable) without Our express written permission (which permission is not to be unreasonably withheld).

16.4 The Contract is between Us and you and is not intended to benefit any other person or third party. No person or party other than you will be entitled to enforce any provision of these Terms and Conditions. This is subject to sub-Clause 16.2 and any purchaser to whom the Goods have been transferred under the Contract during the warranty period (guarantee) has been entitled to benefit from it.]

16.5 If any provision of these Terms and Conditions is held by any competent authority to be unenforceable in whole or in part the enforceability of the other provisions of these Terms and Conditions will not be affected.

16.6 No failure or delay in enforcing any rights under the Contract on the part of Us or You shall mean that We or You will waive any breach of any provision of these Terms and Conditions or any subsequent breach of any provision.

17. [Alternative Dispute Resolution]

17.1 Alternative dispute resolution refers to ways of resolving disputes between a consumer and a business without going to court.

17.2 Our ADR provider is <<insert name of ADR provider>>. If you are unhappy with how We have handled your complaint you may wish to contact <<insert name of ADR provider>> via their website at <<insert name of ADR provider>>.

17.3 Complaints can be made to <<insert name of ADR provider>> via their website at <<insert name of ADR provider>>.

17.4 [<<insert name of ADR provider>>] will not charge you for making a complaint, and you may still be able to make a complaint if you are not satisfied with the outcome of the ADR process.

18. Law and Jurisdiction

18.1 These Terms and Conditions and the relationship between you and Us (whether you are a consumer or not) shall be governed by, and construed in accordance with, the law of [England & Wales] [Northern Ireland] [Scotland].

18.2 As a consumer, you may be entitled to the mandatory provisions of the law in your country of residence. Clause 18.1 above takes away or restricts those provisions.

18.3 Any dispute, controversy or claim between you and Us relating to these Terms and Conditions or the relationship between you and Us (whether you are a consumer or not) shall be subject to the jurisdiction of the courts of England and Wales, Northern Ireland, or Scotland, as determined by your residency.

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To: To: <<trader to insert trader's
number and email address>>

address and, where available, fax

I/We (delete as appropriate) her
my/our (delete as appropriate) con

re (delete as appropriate) cancel
following goods.

Description of goods: << >>.

Ordered/Received (delete as appr

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Name of consumer(s): << >>

Address of consumer(s): << >>

Signature of consumer(s): << >>

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Date:

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