

BACKGROUND:

These Terms of Sale, together with the terms under which Paid Content is sold through this website, <<insert website name>> (the "Terms of Sale") set out the terms under which you will be required to read and accept these Terms of Sale. If you do not agree to comply with and accept these Terms of Sale, you will not be able to purchase a Subscription and access Paid Content through Our Site, as well as any and all Contracts and

Documents referred to herein, set out the terms under which Paid Content, is sold by Us to consumers (the "Terms of Sale"). Please read these Terms of Sale carefully before purchasing a Subscription. You must agree to these Terms of Sale when ordering a Subscription. If you do not agree to these Terms of Sale, you will not be able to purchase a Subscription through Our Site. These Terms of Sale, together with the terms under which Paid Content is sold, are the only

1. Definitions and Interpretation

1.1 In these Terms of Sale, the following expressions have the following meanings:

"Contract"

"Paid Content"

"Subscription"

"Subscription Confirmation"

"Subscription ID"

"We/Us/Our"

otherwise requires, the following meanings:

the purchase of a Subscription to access Paid Content, as explained in Clause 6;

Paid Content sold by Us through Our Site;

access to Our Site providing access to

receipt and confirmation of your Subscription;

the number for your Subscription;

<<insert business name>> [, a company registered in England and under <<insert company number>> and whose registered address is <<insert registered address>> and whose main trading address is <<insert trading address>>].

2. Information About Us

2.1 Our Site, <<insert website name>> [a company registered in England under <<insert company number>> and whose registered address is <<insert registered address>> and whose main trading address is <<insert trading address>>] [Our VAT number is <<insert VAT number>>].

2.2 [We are regulated by <<insert regulator(s)>>].

2.3 [We are a member of <<insert association(s) etc.>>].

2.4 [<<insert further information>>].

owned and] operated by <<insert business name>> [a company registered in England under <<insert company number>> and whose registered address is <<insert registered address>> and whose main trading address is <<insert trading address>>] OR [of <<insert address>>].

regulator(s)>>].

association(s) etc.>>].

3. Age Restrictions

Consumers may only purchase

access Paid Content through Our

Site if they are at least <<in

4. Business Customers

These Terms of Sale do
accessing Paid Content in
please consult our Business

ers purchasing Subscriptions and
[If you are a business customer,
link>>].

5. Subscriptions, Paid Content

Ability

5.1 [We make all re
Subscriptions and
Subscription and P
that due to <<inse
that may occur>>.]

ensure that all descriptions of
from Us correspond to the actual
receive. [Please note, however,
minor differences or discrepancies

5.2 [Please note that
mistakes due to
discrepancies. Ple
Content is incorrect

not exclude Our responsibility for
part and refers only to minor
if your Subscription or the Paid

5.3 We may from time t
any Subscription t
subsequent renewa
price at least <<inse
do not agree to suc
sub-Clause 12.1.

s. Changes in price will not affect
purchased but will apply to any
/e will inform you of any change in
change is due to take effect. If you
cancel the Contract as described in

5.4 Minor changes may
example, to reflect c
address technical c
characteristics of th
that Paid Content.
of the Paid Content

made to certain Paid Content, for
and regulatory requirements, or to
e changes will not alter the main
uld not normally affect your use of
s made that would affect your use
be provided to you.

5.5 In some cases, as c
make more signific
inform you at least
effect. If you do n
described in sub-Cl

content descriptions, We may also
d Content. If We do so, We will
ore the changes are due to take
you may cancel the Contract as

5.6 Where any updates
to match Our desc
Subscription to acc
prevent Us from e
original description.

ent, that Paid Content will continue
o you before you purchased your
Please note that this does not
tent, thereby going beyond the

5.7 We make all reason
correct at the time
updated every <<in
that you have alrea
however).

at all prices shown on Our Site are
ricing information is reviewed and
es in price will not affect any order
sub-Clause 5.11 regarding VAT,

5.8 All prices are chec
event that We have
writing to inform yo
shown when you
amount and continu

accept your order. In the unlikely
information, We will contact you in
e correct price is lower than that
will simply charge you the lower
If the correct price is higher, We

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will give you the opportunity to cancel your order (if it has not yet been processed) or to request a refund (if it has been processed) in response to your request. If We do not receive a response from you within 30 days, We will treat your order as cancelled and notify you accordingly.

Subscription at the correct price or to refund you (if it has been processed). We will not proceed with the order if you do not respond. If We do not receive a response from you within 30 days, We will treat your order as cancelled and notify you accordingly.

5.9 If We discover an error in the description of your Subscription after your order is processed, We will notify you immediately and make all reasonable efforts to correct the error. You may, however, have the right to cancel the Contract. If you do wish to cancel the Contract, We will refund you the amount paid.

Subscription after your order is processed, We will notify you immediately and make all reasonable efforts to correct the error. You may, however, have the right to cancel the Contract. If you do wish to cancel the Contract, We will refund you the amount paid.

5.10 If the price of a Subscription order being placed changes between the time of placing your order and taking payment, you will be charged the price in effect at the time of placing your order.

Subscription order being placed changes between the time of placing your order and taking payment, you will be charged the price in effect at the time of placing your order.

5.11 All prices on Our Site include VAT. If the VAT rate changes between your order being placed and the time of payment, the amount of VAT payable will be automatically adjusted.

Subscription include VAT. If the VAT rate changes between your order being placed and the time of payment, the amount of VAT payable will be automatically adjusted.

6. Orders – How Contracts are Formed

6.1 Our Site will guide you through the process of purchasing a Subscription. Before completing your order, you will be given the opportunity to review your order and amend it. You must check your order carefully before submitting it.

Subscription. Before completing your order, you will be given the opportunity to review your order and amend it. You must check your order carefully before submitting it.

6.2 If, during the order process, you provide incorrect or incomplete information, please inform Us as soon as possible. If We are unable to process your order due to incorrect or incomplete information, We will contact you to ask to correct the information within a reasonable time. If you do not provide the correct information within the specified time, We will cancel your order and treat the Contract as terminated. We will not be responsible for any delay in the availability of the Subscription that results from you providing incorrect or incomplete information.

Subscription as soon as possible. If We are unable to process your order due to incorrect or incomplete information, We will contact you to ask to correct the information within a reasonable time. If you do not provide the correct information within the specified time, We will cancel your order and treat the Contract as terminated. We will not be responsible for any delay in the availability of the Subscription that results from you providing incorrect or incomplete information.

6.3 No part of Our Site constitutes a contractual offer that We accept. Your order to purchase a Subscription constitutes a contractual offer that We accept. Your order to purchase a Subscription may, at Our sole discretion, be accepted or rejected. Your order does not mean that We have accepted it. Our acceptance is indicated by Us sending you a confirmation email. Only once We have sent you a Subscription Confirmation email, there will be a legally binding Contract between Us and you.

Subscription constitutes a contractual offer that We accept. Your order to purchase a Subscription may, at Our sole discretion, be accepted or rejected. Your order does not mean that We have accepted it. Our acceptance is indicated by Us sending you a confirmation email. Only once We have sent you a Subscription Confirmation email, there will be a legally binding Contract between Us and you.

6.4 Subscription Confirmation email will contain the following information:

Subscription Confirmation email will contain the following information:

6.4.1 Your Subscription details;

6.4.2 Confirmation of the main characteristics of the Subscription and Paid Content available as part of it;

Subscription details including full details of the main characteristics of the Subscription and Paid Content available as part of it;

6.4.3 Fully itemised list of the charges applicable to the Subscription, including, where appropriate, any delivery charges;

Subscription, including, where appropriate, any delivery charges;

6.4.4 The duration of the Subscription, including the start date, and the expiry date; AND

Subscription, including the start date, and the expiry date; AND

6.4.5 Confirmation of the availability of the Paid Content and that you will lose your legal right to access the Paid Content if you do not accept the terms and conditions of the Subscription.

Subscription and that you will lose your legal right to access the Paid Content if you do not accept the terms and conditions of the Subscription.

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right to change the Paid Content as detailed below.

upon accessing the Paid Content

6.4.6 <<insert additional information required>>.

6.5 In the unlikely event that We cannot fulfil your order for any reason, We will explain the circumstances. If We are unable to do so, we will refund you as soon as possible.

or cannot fulfil your order for any reason, payment will be taken under normal circumstances. If We are unable to do so, any such sums will be refunded to you within <<insert period>>.

6.6 Any refunds under this clause will be made to you as soon as possible, and no later than the day on which the event triggering the refund occurs.

ed to you as soon as possible, and no later than the day on which the event triggering the refund occurs.

6.7 Refunds under this clause will be made using the same payment method as the original payment description [unless you specifically request that We make a refund by a different method].

using the same payment method as the original payment description [unless you specifically request that We make a refund by a different method].

7. Payment

7.1 Payment for Subscription will be made in advance. Your chosen payment method will be used to process your order and send you a Subscription Confirmation message. Once you have received the Subscription Confirmation, you will be shown a message confirming your order.

made in advance. Your chosen payment method will be used to process your order and send you a Subscription Confirmation message. Once you have received the Subscription Confirmation, you will be shown a message confirming your order.

7.2 We accept the following payment methods on Our Site:

7.2.1 <<insert payment method>>

7.2.2 <<insert payment method>>

7.2.3 <<insert payment method>>

7.2.4 <<add further payment methods>>

required>>;

7.3 If you do not make a payment by the due date, we will suspend your access to the Paid Content. For more information, please refer to sub-Clause 8.5. If you do not make a payment by the due date, We may cancel the subscription and any sums due to Us will remain due and payable.

s on time, We will suspend your access to the Paid Content. For more information, please refer to sub-Clause 8.5. If you do not make a payment by the due date, We may cancel the subscription and any sums due to Us will remain due and payable.

7.4 If you believe that We have charged an incorrect amount, please contact Us at <<insert email address>> as soon as reasonably possible to let us know. You will not be able to access the Paid Content while availability is suspended.

an incorrect amount, please contact Us at <<insert email address>> as soon as reasonably possible to let us know. You will not be able to access the Paid Content while availability is suspended.

8. Provision of Paid Content

8.1 Paid Content applicable to your Subscription will be available to you immediately when you receive your Subscription Confirmation and will continue to be available for the duration of your Subscription (including any renewals), or until you end the Subscription.

scription will be available to you immediately when you receive your Subscription Confirmation and will continue to be available for the duration of your Subscription (including any renewals), or until you end the Subscription.

8.2 When you place an order for Paid Content, you will be required to expressly acknowledge that you agree to the terms and conditions of the Paid Content. You will be required to expressly acknowledge that by accessing (e.g. downloading) the Paid Content, you will lose your legal right to cancel the subscription (the "cooling-off period"). Please see sub-Clause 11.1 for more information.

, you will be required to expressly acknowledge that you agree to the terms and conditions of the Paid Content. You will be required to expressly acknowledge that by accessing (e.g. downloading) the Paid Content, you will lose your legal right to cancel the subscription (the "cooling-off period"). Please see sub-Clause 11.1 for more information.

8.3 In some limited circumstances, We may suspend the provision of Paid Content.

ed to suspend the provision of Paid Content.

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Content (in full or in part)

the following reasons:

8.3.1 To fix technical errors or make necessary minor technical changes;

make necessary minor technical

8.3.2 To update the Content with relevant changes in the law or other regulatory requirements;

with relevant changes in the law

8.3.3 To make modifications to the Paid Content, as described above in sub-Clause 12.1.

to the Paid Content, as described

8.4 If We need to suspend the availability of the Paid Content set out in sub-Clause 12.1, We will notify you in advance of the suspension and explain why it is necessary (e.g. a technical problem, a dangerous problem with the Paid Content, in which case We will suspend the availability of the Paid Content as soon as reasonably possible after suspension). We will suspend the availability of the Paid Content for a period equivalent to the length of the suspension [(unless the suspension is less than <<insert period>>)]. If the suspension is more than <<insert period>>, We will tell you that it is going to last) for the period of the suspension. We will not be liable for the Paid Content as described below in sub-Clause 12.2.

paid Content for any of the reasons set out in sub-Clause 12.1. We will notify you in advance of the suspension and explain why it is necessary (e.g. a technical problem, a dangerous problem with the Paid Content, in which case We will suspend the availability of the Paid Content as soon as reasonably possible after suspension). We will suspend the availability of the Paid Content for a period equivalent to the length of the suspension [(unless the suspension is less than <<insert period>>)]. If the suspension is more than <<insert period>>, We will tell you that it is going to last) for the period of the suspension. We will not be liable for the Paid Content as described below in sub-Clause 12.2.

8.5 We may suspend provision of the Paid Content on time from you. We will not be liable for the Paid Content, however if you do not pay the sum due to Us, We may suspend provision of the Paid Content until We have received all outstanding sums due to Us. If We suspend provision of the Paid Content, We will not be liable for the Paid Content, but you will not be charged for the Paid Content while it is suspended.

Content if We do not receive payment from you. We will not be liable for the non-payment on the due date, however if you do not pay the sum due to Us, We may suspend provision of the Paid Content until We have received all outstanding sums due to Us. If We suspend provision of the Paid Content, We will not be liable for the Paid Content, but you will not be charged for the Paid Content while it is suspended.

8.6 Any refunds under this Clause will be made to you as soon as possible, and in any event within 14 days of the day on which the event triggering the refund occurs.

ed to you as soon as possible, and within 14 days of the day on which the event triggering the refund occurs.

8.7 Refunds under this Clause will be made to you using the same payment method as you used when you purchased the Paid Content, unless you specifically request that We make the refund by a different method].

using the same payment method as you used when you purchased the Paid Content, unless you specifically request that We make the refund by a different method].

9. Licence

9.1 When you purchase the Paid Content, We will grant you a limited, non-exclusive licence to access and use the relevant Paid Content for your personal, non-commercial purposes. The licence granted to you will not include any rights in Our Paid Content that you do not have (e.g. any rights from third parties).

ss Paid Content, We will grant you a limited, non-exclusive licence to access and use the relevant Paid Content for your personal, non-commercial purposes. The licence granted to you will not include any rights in Our Paid Content that you do not have (e.g. any rights from third parties).

9.2 The licence granted to you under Clause 9.1 is subject to the following usage restrictions and conditions:

se 9.1 is subject to the following usage restrictions and conditions:

9.2.1 You may not copy, reproduce, modify, republish, share, broadcast or otherwise transmit the Paid Content (or any part of it) or make it available to third parties, unless it is permitted under the Copyright Designs and Patents Act 1988 (the 'Copyright Act') or any other applicable law.

h, republish, share, broadcast or otherwise transmit the Paid Content (or any part of it) or make it available to third parties, unless it is permitted under the Copyright Designs and Patents Act 1988 (the 'Copyright Act') or any other applicable law.

9.2.2 <<Insert additional restrictions and conditions>>.

permissions as required>>.

10. Problems with the Paid Content

- 10.1 By law, We must provide Paid Content that is of satisfactory quality, fit for purpose, and as described. If the Paid Content available through your Subscription does not meet these requirements, please contact Us as soon as reasonably possible to inform Us of the problem. Your available remedies will be as follows:
- 10.1.1 If the Paid Content is defective, you will be entitled to a repair or a replacement.
- 10.1.2 If We cannot repair or replace the Paid Content within a reasonable time, you may be entitled to a refund.
- 10.1.3 If you can demonstrate that the Paid Content has damaged your device or other digital content, and We have not used reasonable care and skill to prevent this, you may be entitled to a repair or compensation. Please refer to sub-clause 10.2 for more information.
- 10.2 [Please note that We will only be liable under this Clause 10 if We informed you of the fault(s) or defect(s) in the particular Paid Content before you accessed it and it was not a beta version. For example, if the Paid Content has now caused the problem (for example, if the Paid Content is an alpha or beta version and We have warned you that it may cause problems that could harm your device or other digital content), or if you have purchased the Paid Content for an unsuitable purpose, or if the Paid Content has caused the problem has resulted from our negligence or carelessness, or if the problem is the result of our negligence or carelessness.]
- 10.3 If there is a problem with the Paid Content, please contact Us at <<insert contact details>> or on Our Site <<insert link>> to inform our customer services department of the problem.
- 10.4 Refunds (whether in the form of reductions in price) under this Clause 10 will be available within 14 days of the day on which We agree that you are entitled to a refund.
- 10.5 Refunds under this Clause 10 will be made using the same payment method that you used when you purchased the Paid Content [unless you specifically request that We make the refund by a different method].
- 10.6 For further information, please contact your local Citizens' Advice Bureau or Consumer Office.

11. Cancelling Your Subscription

- 11.1 If you are a consumer, you will have a legal right to a "cooling-off" period within which you can cancel your contract for any reason, including if you have changed your mind, and receive a refund. The period begins once We have sent you a confirmation of the contract (i.e. when the Contract Confirmation is sent to you). The period ends when you access (e.g. download or stream) the Paid Content. The period is 14 days after the date of Our Contract Confirmation, or 14 days after the date of Our first access to the Paid Content, whichever is first.
- 11.2 After the cooling-off period, you may cancel your Subscription at any time, however subject to the terms of Clause 12, We cannot offer any refund. If you cancel your Subscription, you will lose access to the Paid Content for the remainder of your contract term until the renewal or expiry date, as

applicable), whereu

11.3 If you purchase a S
by mistake), please
access any Paid Co
since the start date
will be able to can
accessed any Paid
able to offer any r
Content for the rem
date, as applicable)

11.4 If you wish to exer
inform Us of your
convenience We of
include [a link to] it
or by post is effect
you would prefer t
details:

11.4.1 Telephone: <<ins

11.4.2 Email: <<ins

11.4.3 Post: <<inse

In each cas
telephone nu

11.5 [We may ask you v
you provide to imp
you are under no ob

11.6 Refunds under this
any event within 14
wish to cancel.

11.7 Refunds under this
that you used whe
request that We ma

12. Your Other Rights to End

12.1 You may end the
forthcoming change
sub-Clauses 5.3 or
the change is set to
Subscription, We w
time left in that Sub
until the expiry of y
that Subscription p
Content until that da

12.2 If We have suspen
period>>, or We ha
for more than <<in
described in sub-C
issue you with a <<

12.3 If there is a risk that

or allow your Subscription to renew
s possible and do not attempt to
ve not accessed any Paid Content
appropriate) of the Subscription We
issue a full refund. If you have
scription has started, We will not be
inue to have access to the Paid
on (up until the renewal or expiry

l under this Clause 11, you may
ay you wish, however for your
n Our Site <<insert link>> and will
onfirmation. Cancellation by email
ch you send Us your message. If
cancel, please use the following

er>>;

ur name, address, email address,
ID.

cancel and may use any answers
services, however please note that
etails if you do not wish to.]

to you as soon as possible, and in
y on which you inform Us that you

using the same payment method
scription [unless you specifically
ent method].

if We have informed you of a
the Paid Content (as described in
of Sale that you do not agree to. If
you before the end of your current
ated refund equal to the remaining
will not take effect or apply to you
the Contract will end at the end of
inue to have access to the Paid

id Content for more than <<insert
e are going to suspend availability
end the Contract immediately, as
e Contract for this reason, We will
fund.

Content will be significantly delayed

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because of events immediately. If you <<insert type of refund>>

12.4 If We inform you of the Paid Content and you immediately. If you <<insert type of refund>>

12.5 You also have a legal right of it. You may also For more details of the Bureau or Trading Standards

12.6 Refunds under this on which your cancellation method that you specifically request

12.7 If you wish to exercise so in any way you wish form on Our Site Subscription Confirmation please use the following

12.7.1 Telephone: <insert>

12.7.2 Email: <insert>

12.7.3 Post: <insert>

in each case, provide address, telephone number, and Subscription

12.8 [We may ask you to you provide to improve you are under no obligation

13. Our Liability to Consumers

13.1 We will be responsible as a result of Our result of Our negligence consequence of Our Us when the Contract damage that is not foreseeable

13.2 Our Paid Content warranty or representation or industrial use of loss of business, opportunity.

13.3 If, as a result of Our content (including by device or other digital damage or pay you be liable under this

13.3.1 We have in designed to

control, you may end the Contract s reason, We will issue you with a

description of your Subscription or contract as a result, you may end it s reason, We will issue you with a

act at any time if We are in breach partial refund and compensation. refer to your local Citizens Advice

within 14 calendar days of the date ective, using the same payment your Subscription [unless you using a different method].

under this Clause 12, you may do nvenience We offer a cancellation ll include [a link to] it with the er to contact Us directly to cancel,

er>>;

address, email address, telephone

cancel and may use any answers ervices, however please note that etails if you do not wish to.]

loss or damage that you may suffer of Sale (or the Contract) or as a is foreseeable if it is an obvious or if it is contemplated by you and not be responsible for any loss or

commercial use only. We make no tent is fit for commercial, business liable to you for any loss of profit, s, or for any loss of business

sonable care and skill, any digital tent) from Our Site damages your to you, We will either repair the ion. Please note that We will not

blem and provided a free update plied the update; or

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13.3.2 The damage caused by your own failure to follow Our instructions;

13.3.3 Your device does not meet the minimum system requirements that We have specified in the Terms of before you purchased your Subscription.

13.4 Nothing in these Terms shall limit or exclude Our liability for death or personal injury caused by the negligence of our agents or sub-contractors.

it or exclude Our liability for death or personal injury (including that of Our employees, agents or sub-contractors) caused by fraudulent misrepresentation.

13.5 Nothing in these Terms shall limit or exclude Our liability as a consumer. For more information, please refer to your local Citizens Advice Bureau.

include or limit your legal rights as a consumer. For more information, please refer to your local Citizens Advice Bureau.

14. Contacting Us

14.1 If you wish to contact Us for any questions or complaints, you may contact Us by telephone at <<insert telephone number>>, by email at <<insert email address>>, or by post at <<insert address>>.

14.2 For matters relating to your Subscription, please contact Us by telephone at <<insert telephone number>>, by email at <<insert email address>>, or by post at <<insert address>>.

14.3 For matters relating to the Terms of this Agreement, please contact Us by telephone at <<insert telephone number>>, by email at <<insert email address>>, by post at <<insert address>>.

For matters relating to your Subscription, please contact Us by telephone at <<insert telephone number>>, by email at <<insert email address>>, or by post at <<insert address>>.

15. Complaints and Feedback

15.1 We always welcome feedback from our customers and, whilst We always use all reasonable endeavours to resolve any issues, your experience as a customer of Ours is a positive one. We value your feedback and encourage you to hear from you if you have any comments or suggestions.

15.2 All complaints are handled in accordance with Our complaints handling policy, available at <<insert link to policy>> and <<insert location>>.

15.3 If you wish to contact Us for any questions or complaints, please contact Us in one of the following ways:

15.3.1 [In writing, by post at <<insert address>>];

by post at <<insert address>>.

15.3.2 [By email, at <<insert email address>>];

by email at <<insert email address>>.

15.3.3 [Using Our contact form;]

by using the instructions included with the contact form.

15.3.4 [By contacting our Customer Service team on <<insert telephone number>> (and where applicable, <<insert fax number>>) when prompted].]

by contacting our Customer Service team on <<insert telephone number>> [and where applicable, <<insert fax number>>] when prompted].]

16. How We Use Your Personal Data (Data Protection)

We will only use your personal data for the purposes set out in Our Privacy Policy, available at <<insert link to Privacy Policy>> and Our Cookie Policy <<insert link to Cookie Policy>>.

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Policy>>].

17. Other Important Terms

- 17.1 We may transfer (assign) our obligations and rights under these Terms of Sale (and under the Contract) to a third party (this may happen, for example, if We sell the business). If this occurs, you will be informed by Us in writing. Your obligations and rights under these Terms of Sale (and the Contract) will not be affected and you will remain bound by them.
- 17.2 [You may not transfer your obligations and rights under these Terms of Sale (and under the Contract) without our express written permission. We may not permit the assignment of these Terms of Sale (and the Contract) for reasons>>.]
- 17.3 The Contract is between Us and you. No other person or third party will be entitled to enforce any provision of the Contract.
- 17.4 If any of the provisions of the Contract are found to be unlawful, invalid or otherwise unenforceable by a court or other authority, that/those provision(s) shall be severed and the remainder of these Terms of Sale. The remainder of the Contract shall be valid and enforceable.
- 17.5 No failure or delay by Us in exercising any of Our rights under these Terms of Sale means that We have waived any breach and no waiver by Us of a breach of any provision of the Contract means that We will waive any subsequent breach of that provision.
- 17.6 We may revise these Terms of Sale from time to time in response to changes in relevant laws and regulations. If We change these Terms of Sale, We will give you reasonable advance notice of the changes (by email or details of how to cancel if you are not happy with them (see clause 2.1 above)).

18. Law and Jurisdiction

- 18.1 These Terms and Conditions shall govern the relationship between you and Us (whether contractual or otherwise) and shall be governed by, and construed in accordance with the law of [England & Wales] [Northern Ireland] [Scotland].
- 18.2 If you are a consumer, these Terms and Conditions shall not override any mandatory provisions of the law in your country. If the law in Sub-Clause 18.1 above takes away or reduces your rights, you will not rely on those provisions.
- 18.3 If you are a consumer, any controversy, proceedings or claim arising out of or in connection with these Terms and Conditions, or the performance or non-performance of the contractual or otherwise) shall be subject to the jurisdiction of the courts of England, Wales, Scotland, or Northern Ireland, as applicable.
- 18.4 If you are a business, any controversy, proceedings or claim arising out of or in connection with these Terms and Conditions, or the performance or non-performance of the contractual or otherwise) shall be subject to the jurisdiction of the courts of [England & Wales] [Northern Ireland] [Scotland].