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BACKGROUND:

These Terms of Sale, together with any other documents referred to herein, set out the terms under which we supply Goods to consumers through this website, <<insert website address>>. Please read these Terms of Sale carefully and ensure that you understand them before ordering any Goods from Our Site. You will be required to accept these Terms of Sale when ordering Goods. If you do not agree to these Terms of Sale, you will not be able to order Goods from Our Site. These Terms of Sale, as well as any and all Contracts are incorporated into the Order only.

other documents referred to herein, set out the terms under which we supply Goods to consumers through this website, <<insert website address>>. Please read these Terms of Sale carefully and ensure that you understand them before ordering any Goods from Our Site. You will be required to accept these Terms of Sale when ordering Goods. If you do not agree to these Terms of Sale, you will not be able to order Goods from Our Site. These Terms of Sale, as well as any and all Contracts are incorporated into the Order only.

1. Definitions and Interpretation

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

otherwise requires, the following meanings:

“Contract”

the purchase and sale of Goods, including the Order; and

“Goods”

Goods supplied by Us through Our Site;

[“Goodwill Guarantee”

the goodwill guarantee offered by <<insert name of limited company registered in England whose registered company number>>, whose registered address is <<insert registered address>> (including any forwarding address is) OR [of] <<insert name of limited company registered in England whose registered company number>>, whose registered address is <<insert registered address>> (including any forwarding address is) exists to enhance the legal rights of consumers and to enable them to change their mind and return Goods

“Order”

an Order for Goods;

“Order Confirmation”

the receipt and confirmation of your Order;

“Order Number”

the Order number for your Order; and

“We/Us/Our”

<<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>>.

2. Information About Us

2.1 Our Site, <<insert website address>> is 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>> [Our VAT number is <<insert VAT number>>].

Our Site, <<insert website address>> is 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>> [Our VAT number is <<insert VAT number>>].

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

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

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

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

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2.4 [<<insert further info

3. Access to and Use of Our

3.1 Access to Our Site

3.2 It is your responsibility to access Our Site.

3.3 Access to Our Site may be altered, suspended or discontinued without notice. We are not responsible if Our Site (or any part of it) is unavailable at any time.

3.4 Use of Our Site is subject to our Terms of Use <<insert link>>. Please ensure that you read them carefully and that you understand them.

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arrangements necessary in order

on an "as available" basis. We may alter any part of it) at any time and in any way if Our Site (or any part of it) is unavailable at any time.

the Terms of Use <<insert link>>. Please ensure that you read them carefully and that you understand them.

4. Age Restrictions

4.1 Consumers may only purchase Goods through Our Site if they are at least 18 years of age.

4.2 [[None of the Goods are to be purchased by anyone under <<insert age>> years of age

OR

4.2 [The following Goods are to be purchased by consumers above a certain age. We are not permitted to supply these Goods to anyone below the applicable age:

4.2.1 <<Insert product name and restrictions>>;

4.2.2 <<Insert additional product name and restriction(s) as required>>.]

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through Our Site if they are at least 18

purchased by anyone under <<insert age>> years of age

ed by consumers above a certain age. We are not permitted to supply these Goods to anyone below the applicable age:

restrictions>>;

restriction(s) as required>>.]

5. Business Customers

These Terms of Sale do not apply to purchases made by businesses in the course of their business. [If you are a business customer, please consult our Business Terms of Sale <<insert link>>.]

purchasing Goods in the course of their business. [If you are a business customer, please consult our Business Terms of Sale <<insert link>>.]

6. [International Customers]

Please note that We only deliver Goods to the United Kingdom.]

United Kingdom.]

7. Goods, Pricing and Availability

7.1 We make all reasonable efforts to ensure that all descriptions and graphical representations of Goods correspond to the actual Goods. Please note, however, that all descriptions and graphical representations of Goods are for illustrative purposes only. There may be slight variations between the image of a product and the actual product due to differences in computer displays and lighting conditions;

that all descriptions and graphical representations of Goods correspond to the actual Goods.

for illustrative purposes only. There may be slight variations between the image of a product and the actual product due to differences in computer displays and lighting conditions;

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7.1.2 Images and only, the act

aging are for illustrative purposes may vary[.] OR [; and]

7.1.3 [Due to the up to a < [capacity,] [between the

d through Our Site, there may be . 2>>% variance in the [size,] nents,] [weight,] of those Goods description.]

7.2 Please note that mistakes due to ne the correct Goods, 11 if you receive inc

ot exclude Our responsibility for d refers only to minor variations of ltogether. Please refer to Clause s that are not as described).

7.3 Where appropriate, [colour,] [number,] the Goods that you

select the required [size,] [model,] or parameters as required>>] of

7.4 Minor changes ma example, to reflect c address particular change any main ch use of those Goods what changes may

be made to certain Goods, for and regulatory requirements, or to ues. Any such changes will not ds and will not normally affect your c to the Goods sold which explain

7.5 In some cases, as also make more sig Goods]. If We do advance of the cha changes, you may e

nt product descriptions, We may ain Goods [or to the price of those u [at least <<insert period>>] in e. If you are not happy with the ribed below in sub-Clause 13.1.

7.6 We may from time purchased by you (to be affected by <<insert period>> in for that you will no within 14 calendar that you used when We make a refund u

products from sale. If any Goods ch purchase or by subscription) are likely ill inform you in writing at least e funded in full for any Goods paid ithdrawal. Refunds will be made using the same payment method nless you specifically request that

7.7 We make all reason correct at the time c to add, alter, or rem pricing information Changes in price wi note sub-Clause 7.1

at all prices shown on Our Site are ve the right to change prices and me to time and as necessary. [All ated every <<insert interval>>.] at you have already placed (please er).

7.8 All prices are chec event that We have writing to inform yo shown when you amount and continu will give you the opt your Order (or the your Order in this c from you within <<i notify you of this in

cept your Order. In the unlikely nformation, We will contact you in e correct price is lower than that ill simply charge you the lower . If the correct price is higher, We ds at the correct price or to cancel ill not proceed with processing If We do not receive a response treat your Order as cancelled and

7.9 In the event that the Order being placed be charged the pric

ve ordered changes between your Order and taking payment, you will e time of placing your Order.

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7.10 All prices on Our Site are inclusive of VAT. VAT rate changes between your Order being placed and the amount of VAT payable will be automatically adjusted.

VAT rate changes between your Order being placed and the amount of VAT payable will be automatically adjusted.

7.11 Delivery charges are included in the price of Goods displayed on Our Site. For more information please refer to <<insert location>>. Delivery options are presented to you as part of the order process.

Delivery charges are included in the price of Goods displayed on Our Site. For more information please refer to <<insert location>>. Delivery options are presented to you as part of the order process.

8. Orders – How Contracts are Made

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8.1 Our Site will guide you through the ordering process. Before submitting your Order you will be given the opportunity to review your Order and amend it. Please ensure that you review your Order carefully before submitting it.

Our Site will guide you through the ordering process. Before submitting your Order you will be given the opportunity to review your Order and amend it. Please ensure that you review your Order carefully before submitting it.

8.2 If, during the ordering process, you provide incorrect or incomplete information, please contact Us as soon as possible. If We are unable to process your Order due to incomplete information, We will contact you to ask to correct the information. If you do not provide us the accurate or complete information within a reasonable time, We will cancel your Order and treat the Contract as if it never existed. We may incur any costs as a result of your incorrect or incomplete information and we may pass those costs on to you.

If, during the ordering process, you provide incorrect or incomplete information, please contact Us as soon as possible. If We are unable to process your Order due to incomplete information, We will contact you to ask to correct the information. If you do not provide us the accurate or complete information within a reasonable time, We will cancel your Order and treat the Contract as if it never existed. We may incur any costs as a result of your incorrect or incomplete information and we may pass those costs on to you.

8.3 No part of Our Site or any communication from Us constitutes an offer capable of acceptance. Your Order constitutes an offer which We may, at Our sole discretion, accept. [Our acknowledgement of your Order does not mean that we have accepted your Order.] The Order Confirmation we have accepted is the contract between Us and you. The Order Confirmation will therefore constitute the contract between Us and you.

No part of Our Site or any communication from Us constitutes an offer capable of acceptance. Your Order constitutes an offer which We may, at Our sole discretion, accept. [Our acknowledgement of your Order does not mean that we have accepted your Order.] The Order Confirmation we have accepted is the contract between Us and you. The Order Confirmation will therefore constitute the contract between Us and you.

8.4 Order Confirmations will contain the following information:

Order Confirmations will contain the following information:

8.4.1 Your Order Number

Your Order Number

8.4.2 Confirmation of the main characteristics of the Goods

Confirmation of the main characteristics of the Goods including full details of the main characteristics of the Goods

8.4.3 Fully itemised list of Goods ordered including, where appropriate, any additional charges;

Fully itemised list of Goods ordered including, where appropriate, any additional charges;

8.4.4 Estimated delivery date(s);

Estimated delivery date(s);

8.4.5 If your Order is made by subscription, details of your subscription;

If your Order is made by subscription, details of your subscription;

8.4.6 <<insert additional information required>>.

<<insert additional information required>>.

8.5 [We will also include details of any additional Goods].

[We will also include details of any additional Goods].

8.6 In the unlikely event that We are unable to fulfil your Order for any reason, We will expect payment will be taken under normal circumstances. If We are unable to fulfil your Order for any such sums will be refunded to you as soon as possible.

In the unlikely event that We are unable to fulfil your Order for any reason, We will expect payment will be taken under normal circumstances. If We are unable to fulfil your Order for any such sums will be refunded to you as soon as possible.

8.7 Any refunds due under this Order will be made using the same payment method that you used to place the Order [unless you specifically request that We make a refund using a different method].

Any refunds due under this Order will be made using the same payment method that you used to place the Order [unless you specifically request that We make a refund using a different method].

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9. Payment

- 9.1 Payment for Goods must be made in advance. Your chosen payment method will be used to pay for your Goods. [If you are on a subscription, you will be charged per your chosen subscription method.]
- 9.2 We accept the following payment methods on Our Site:
 - 9.2.1 <<insert payment method>>
 - 9.2.2 <<insert payment method>>
 - 9.2.3 <<insert payment method>>
 - 9.2.4 <<add further payment methods as required>>;
- 9.3 If any payment due to Us is overdue, the overdue sum will be charged at the prevailing lending rate of <<insert interest rate>> from the due date, whether before or after the due date, and interest due must be paid at the same time as the overdue sum.
- 9.4 If you do not make a payment within <<insert period>> of Us reminding you that you are overdue under sub-Clause 10.8. If you do not respond to Our reminder, We may suspend the Goods and interest) will remain due to Us.
- 9.5 If you believe that We have charged an incorrect amount, please contact Us as soon as reasonable. We will investigate and if we know. You will not be charged for the amount disputed in good faith under this sub-Clause 9.5.

charges must always be made in advance. Your chosen payment method will be used to pay for your Goods. [If you are on a subscription, you will be charged per your chosen subscription method.]

on Our Site:

required>>;

If any payment due to Us is overdue, the overdue sum will be charged at the prevailing lending rate of <<insert interest rate>> from the due date, whether before or after the due date, and interest due must be paid at the same time as the overdue sum.

If you do not make a payment within <<insert period>> of Us reminding you that you are overdue under sub-Clause 10.8. If you do not respond to Our reminder, We may suspend the Goods and interest) will remain due to Us.

If you believe that We have charged an incorrect amount, please contact Us as soon as reasonable. We will investigate and if we know. You will not be charged for the amount disputed in good faith under this sub-Clause 9.5.

10. Delivery, Risk and Ownership

- 10.1 All Goods purchased from Us will normally be delivered as follows:
 - 10.1.1 For one-off purchases, Goods will normally be delivered within 30 calendar days of the date of Our Order Confirmation unless otherwise agreed during the Order process (subject to delays caused by circumstances outside Our control, for which see Clause 14);
 - 10.1.2 For the ongoing subscription, Goods will normally be delivered to the address specified in <<insert location, e.g. "your home address">> in Our Order Confirmation and We will continue delivering the Goods until the subscription is ended either by you or Us.
- 10.2 If for any reason we cannot deliver the Goods to your chosen delivery address, we will let you know as soon as possible and you will be responsible for arranging re-delivery. If you do not collect the Goods within the specified time, we will contact you to ask for further instructions. If you do not respond, we will make reasonable efforts, or we cannot arrange re-delivery or collect the Goods, we will return the Goods to you with a refund but may deduct a reasonable amount from the refund by us as a result.

normally be delivered as follows:

For one-off purchases, Goods will normally be delivered within 30 calendar days of the date of Our Order Confirmation unless otherwise agreed during the Order process (subject to delays caused by circumstances outside Our control, for which see Clause 14);

For the ongoing subscription, Goods will normally be delivered to the address specified in <<insert location, e.g. "your home address">> in Our Order Confirmation and We will continue delivering the Goods until the subscription is ended either by you or Us.

If for any reason we cannot deliver the Goods to your chosen delivery address, we will let you know as soon as possible and you will be responsible for arranging re-delivery. If you do not collect the Goods within the specified time, we will contact you to ask for further instructions. If you do not respond, we will make reasonable efforts, or we cannot arrange re-delivery or collect the Goods, we will return the Goods to you with a refund but may deduct a reasonable amount from the refund by us as a result.

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- 10.3 In the unlikely event that We do not deliver the Goods on time, as described in sub-Clause 10.1, if the delay is due to circumstances beyond our control, you may treat the Contract as terminated; or
 - 10.3.1 We have referred to you in writing the reasons for the delay; and
 - 10.3.2 In light of a certificate from an independent expert, delivery within that time period was essential to your business;
 - 10.3.3 You told Us in writing that you would accept delivery within that time period was essential to your business.
- 10.4 If you do not wish to accept the Goods under Clause 10.3 or if none of the specified circumstances apply, you may require Us to deliver the Goods by (reasonable) delivery date for the Goods in question. If you do not require delivery by the specified deadline, you may then treat the Contract as being a null and void contract.
- 10.5 You may cancel some or all of the Goods under sub-Clauses 10.3 or 10.4 provided that separate arrangements are made for the Goods and would not significantly reduce their value. We will refund any sums already paid for cancelled Goods and their delivery charges. You must notify Us of any cancellation you within <<insert time period>>. If the Goods have already been delivered to you, you must return them to Us or arrange for a third party to do so on our behalf. In either case, We will bear the cost of returning the Goods to us.
- 10.6 In some limited circumstances, We may suspend the delivery of Goods to you for one or more of the following reasons:
 - 10.6.1 To fix technical problems with the Goods or to make necessary minor technical changes;
 - 10.6.2 To update the Goods to comply with relevant changes in the law or other regulations;
 - 10.6.3 To make modifications to the Goods, as described above in sub-Clause 10.6.1.
- 10.7 If We need to suspend delivery of the Goods for any of the reasons set out in sub-Clause 10.6, We will notify you of the suspension and explain why it is necessary. If the suspension is due to an emergency reason or a problem with the Goods, in which case We will inform you of the suspension as soon as reasonably possible after suspension). No payment will be required for the Goods while delivery is suspended [(unless the period of suspension is >>insert period>>)]. If suspension lasts (or exceeds) >>insert period>>, you may terminate the Contract as if it had ended the Contract as if it had ended.
- 10.8 We may suspend delivery of the Goods if you do not receive payment on time for those Goods from the date of the invoice. If you do not pay us within <<insert period>> of Our invoice date, We may suspend delivery of the Goods until We have received all outstanding sums due to Us. We will not be charged for any Goods suspended. If you wish to dispute any charges, you must contact Us to dispute any charges within <<insert period>> of Our invoice date. We will not suspend delivery of the Goods.
- 10.9 Delivery shall be deemed to have passed to you once you have accepted the Goods, where relevant, any liability for the Goods will pass to you. We will deliver the Goods to the address [including, if applicable, any special instructions] that you have provided.
- 10.10 Ownership of the Goods and the responsibility for the Goods will pass to you once we have received payment in full for the Goods (including any delivery charges) for those Goods.

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10.11 Any refunds due under this Clause 10 will be made using the same payment method that you used to purchase the Goods [unless you specifically request that We make a refund by a different method].

be made using the same payment method that you used to purchase the Goods [unless you specifically request that We make a refund by a different method].

11. Faulty, Damaged or Incomplete Goods

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11.1 By law, We must provide Goods of satisfactory quality, fit for purpose, and as described at the time of purchase. This includes any information We have provided to you that you have seen or heard (for example, in a video or audio recording or on a website or app) (including any differences). If any Goods do not conform to this description, you must also conform. For example, have faulty or damaged Goods, or incorrect (or incomplete) details as soon as possible after you receive them, and to arrange for a repair, replacement or refund. Your available remedies will be as follows:

satisfactory quality, fit for purpose, and as described at the time of purchase. This includes any information We have provided to you that you have seen or heard (for example, in a video or audio recording or on a website or app) (including any differences). If any Goods do not conform to this description, you must also conform. For example, have faulty or damaged Goods, or incorrect (or incomplete) details as soon as possible after you receive them, and to arrange for a repair, replacement or refund. Your available remedies will be as follows:

11.1.1 Beginning on the day you receive the Goods (and ownership of them) you have the right to reject the Goods and to require a full refund.

Beginning on the day you receive the Goods (and ownership of them) you have the right to reject the Goods and to require a full refund.

11.1.2 If you do not reject the Goods, or if the 30 calendar day rejection period has expired, you may request a repair of the Goods or a replacement of the Goods at no cost to you (including any associated costs) and will carry out the repair or replacement within a reasonable time and without significant inconvenience to you. In certain circumstances, where a repair or replacement is not reasonable or otherwise disproportionate, We may instead offer you a replacement of the Goods (i.e. a replacement instead of a repair or a replacement instead of a repair or a replacement). The repair or replacement period will be suspended during the repair or replacement and will resume on the day you receive the repaired or replaced Goods. If the repair or replacement will be extended beyond the repair or replacement period, it will be extended to the end of the repair or replacement period.

If you do not reject the Goods, or if the 30 calendar day rejection period has expired, you may request a repair of the Goods or a replacement of the Goods at no cost to you (including any associated costs) and will carry out the repair or replacement within a reasonable time and without significant inconvenience to you. In certain circumstances, where a repair or replacement is not reasonable or otherwise disproportionate, We may instead offer you a replacement of the Goods (i.e. a replacement instead of a repair or a replacement instead of a repair or a replacement). The repair or replacement period will be suspended during the repair or replacement and will resume on the day you receive the repaired or replaced Goods. If the repair or replacement will be extended beyond the repair or replacement period, it will be extended to the end of the repair or replacement period.

11.1.3 If, after a repair or replacement, the Goods still do not conform (or if the repair or replacement is not described, or have failed to act within a reasonable time and without significant inconvenience to you), you may request a replacement again (you do not have to pay for the replacement, so if you do not want to), or you may request a refund of the Goods at a reduced price, or to reject the Goods and to require a full refund.

If, after a repair or replacement, the Goods still do not conform (or if the repair or replacement is not described, or have failed to act within a reasonable time and without significant inconvenience to you), you may request a replacement again (you do not have to pay for the replacement, so if you do not want to), or you may request a refund of the Goods at a reduced price, or to reject the Goods and to require a full refund.

11.1.4 If you exercise your right to reject the goods more than six months after you have received them (and ownership of them), We may reduce any refund to take account of use that you have had out of the Goods.

If you exercise your right to reject the goods more than six months after you have received them (and ownership of them), We may reduce any refund to take account of use that you have had out of the Goods.

11.1.5 Within a period of six months from the day you have received the Goods (and ownership of them) you must not last a reasonable length of time, you may request a full refund. Please be aware that once you have received the Goods, the burden of proof that the defect or non-conformity exists is on you.

Within a period of six months from the day you have received the Goods (and ownership of them) you must not last a reasonable length of time, you may request a full refund. Please be aware that once you have received the Goods, the burden of proof that the defect or non-conformity exists is on you.

11.2 Please note that you cannot claim under this Clause 11 if We have informed you of the problem with the Goods before you received them.

Please note that you cannot claim under this Clause 11 if We have informed you of the problem with the Goods before you received them.

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you purchased them (or return them); if you do not wish to return them, you must pay for the return. This is neither obvious nor necessary for your use of the Goods. We will not be liable for wear and tear, misuse or damage to the Goods, unless it is caused by our negligence. Please note that you may not be able to return the Goods because you have used them. However, you have a legal right to a right of withdrawal, which is supplemented by our right of withdrawal period, e.g. 30 days. For further information, see our Terms and Conditions for Goods for this reason.

- 11.3 To return Goods to Us, please visit our returns page on Our Website and print out a pre-paid return label. You must contact Us at <<insert contact details>> to arrange for the return. We will be responsible for the costs of return where appropriate.
- 11.4 Refunds (whether partial or full) under this Clause 11 will be made within 14 calendar days of the day on which We receive the Goods. We agree that you are entitled to a refund.
- 11.5 Any and all refunds under this Clause 11 will include all delivery costs for the affected Goods.
- 11.6 Refunds under this Clause 11 will be made using the same payment method that you used when you placed your Order, unless you specifically request that We make a refund using a different method.
- 11.7 For further information, please contact your local Citizens' Advice Bureau.

12. Cancelling and Returning

- 12.1 If you are a consumer, you have a right to a "cooling-off" period within which you can cancel your Order for any reason before We have delivered the Goods to you. This period begins once you receive your Order Confirmation, i.e. when the Contract is formed. You may also cancel for any reason before We have delivered the Goods to you.
- 12.2 [In addition, We offer you a right of withdrawal (cooling-off period) within which you can change your mind, cancel, and return the Goods as detailed below.]
 - 12.2.1 If the Goods are delivered to you in a single instalment (whether by post or otherwise), the cooling-off period ends 14 calendar days after the day on which you (or someone you nominate) receive(s) the Goods. We will extend this period to a total of <<insert period>> days.]
 - 12.2.2 If the Goods are delivered to you in separate instalments on separate days, the cooling-off period ends 14 calendar days after the day on which you (or someone you nominate) receive(s) the final instalment of the Goods. We will extend this period to a total of <<insert period>> calendar days.]
 - 12.2.3 If the Goods are delivered to you on a regular basis under a subscription, the cooling-off period ends 14 calendar days after the day

the same issue that you now wish to return the Goods for an unsuitable purpose that is neither obvious nor necessary for your use of the Goods. We will not be liable for wear and tear, misuse or damage to the Goods, unless it is caused by our negligence. Please also note that you may not be able to return the Goods because you have used them. However, you are a consumer and you have a legal right to a right of withdrawal, which is further supplemented by our right of withdrawal period, e.g. 30 days. For further information, see our Terms and Conditions for Goods for this reason.

Under this Clause 11, [please visit the returns page on Our Website and print out a pre-paid return label. You must contact Us at <<insert contact details>> to arrange for the return. We will be fully responsible for the costs of return where appropriate.]

Refunds (whether partial or full) under this Clause 11 will be made within 14 calendar days of the day on which We receive the Goods.

Any and all refunds under this Clause 11 will include all delivery costs for the affected Goods.

Refunds under this Clause 11 will be made using the same payment method that you used when you placed your Order, unless you specifically request that We make a refund using a different method.

For further information, please contact your local Citizens' Advice Bureau.

Your Mind

If you are a consumer, you have a right to a "cooling-off" period within which you can cancel your Order for any reason. This period begins once you receive your Order Confirmation, i.e. when the Contract is formed. You may also cancel for any reason before We have delivered the Goods to you.

[In addition, We offer you a right of withdrawal (cooling-off period) within which you can change your mind, cancel, and return the Goods as detailed below.]

If the Goods are delivered to you in a single instalment (whether by post or otherwise), the cooling-off period ends 14 calendar days after the day on which you (or someone you nominate) receive(s) the Goods. We will extend this period to a total of <<insert period>> days.]

If the Goods are delivered to you in separate instalments on separate days, the cooling-off period ends 14 calendar days after the day on which you (or someone you nominate) receive(s) the final instalment of the Goods. We will extend this period to a total of <<insert period>> calendar days.]

If the Goods are delivered to you on a regular basis under a subscription, the cooling-off period ends 14 calendar days after the day

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on which you
Goods. [O
<<insert per

nate) receive(s) the first delivery of
extends this period to a total of
days.]

12.3 If you wish to exer
inform Us of your c
Goodwill Guarantee
convenience We of
include [a link to] it
post is effective fro
note that the coolin
you send Us an em
period, your cancel
contact Us directly t

l under this Clause 12, you must
g-off period [(as extended by Our
y way you wish, however for your
n Our Site <<insert link>> and will
ation. Cancellation by email or by
u send Us your message. Please
le calendar days. If, for example,
on the final day of the cooling-off
accepted. If you would prefer to
following details:

- 12.3.1 Telephone: <<ins
- 12.3.2 Email: <<ins
- 12.3.3 Post: <<inse

er>>;

In each cas
telephone nu

ur name, address, email address,
er.

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

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

12.5 [Please note that y
in the following circ

ght to cancel under this Clause 12

12.5.1 [If the Good
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or hygiene reasons and you have
them;]

12.5.2 [If the Good
DVD) or sea
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o or video recordings (e.g. CD or
and you have unsealed the Goods

12.5.3 [If the Good
food;]

te quickly, for example flowers or

12.5.4 [If the Goods

d or custom-made for you;]

12.5.5 [If the Goods
to their natu

mixed with other items (according
ed them.]]

12.6 Please ensure that
after the day on wh
this Clause 12.

s no more than 14 calendar days
Us that you wish to cancel under

12.7 [You may request t
Goods are ready fo

from you. Please ensure that the
time and location.]

12.8 You may return Go
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that you must bear
Clause 12. [We wil
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ng Our business hours of <<insert
y post or another suitable delivery
ss at <<insert address>>. [Please
link>> to complete a returns form
AND/OR [please contact Us at
collection and return.] [Please note
oods to Us if cancelling under this
rect cost to Us of collection if you
]] **OR** [We will [not charge you for
Goods from you, or will] reimburse

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you for reasonable method, e.g. Royal Mail. The cost of returning Goods to us shall not exceed the cost of having them originally delivered to you by the carrier. [More details of return costs [including collection and packaging] are available on Our Site <<insert link>>]

costs [(up to the equivalent of <<insert method of standard postage>>)].] The cost of return shall not exceed the cost of having them originally delivered to you by the carrier. [More details of return costs [including collection and packaging] are available on Our Site <<insert link>>]

12.9 Refunds under this clause shall be made to you within 14 calendar days of the following:

to you within 14 calendar days of the following:

12.9.1 The day on which you receive the Goods back; or

the day on which you receive the Goods back; or

12.9.2 The day on which you inform Us (by supplying evidence) that you have sent the Goods back to Us (whether or not earlier than the day under sub-Clause 12.9.1); or

(by supplying evidence) that you have sent the Goods back to Us (whether or not earlier than the day under sub-Clause 12.9.1); or

12.9.3 [If We are obliged to refund you under sub-Clause 12.7, the day on which you inform Us that you wish to cancel the Contract; or]

[If We are obliged to refund you under sub-Clause 12.7, the day on which you inform Us that you wish to cancel the Contract; or]

12.9.4 If We have not yet dispatched the Goods to you under Confirmation or have not yet received the Goods back from you which you inform Us that you wish to cancel the Contract.

If We have not yet dispatched the Goods to you under Confirmation or have not yet received the Goods back from you which you inform Us that you wish to cancel the Contract.

12.10 Refunds under this clause shall be subject to deductions in the following circumstances:

subject to deductions in the following circumstances:

12.10.1 Refunds may be made in respect of the diminished value in the Goods resulting from the use of the Goods (e.g. no more than the original purchase price). Please note that if We issue a refund in respect of the Goods and you have had a chance to inspect them, We may deduct a sum from you an appropriate sum if We find the Goods to be damaged excessively.

12.10.1 Refunds may be made in respect of the diminished value in the Goods resulting from the use of the Goods (e.g. no more than the original purchase price). Please note that if We issue a refund in respect of the Goods and you have had a chance to inspect them, We may deduct a sum from you an appropriate sum if We find the Goods to be damaged excessively.

12.10.2 [Standard of refund. Please note that We cannot reimburse for premium delivery. We will reimburse you when issuing a refund to you under sub-Clause 12.9.1 for any delivery charges (or the equivalent) required by the carrier (or the equivalent) to deliver the Goods to you. We will also reimburse you for any premium delivery charges (or the equivalent) required by the carrier (or the equivalent) to deliver the Goods to you.]

12.10.2 [Standard of refund. Please note that We cannot reimburse for premium delivery. We will reimburse you when issuing a refund to you under sub-Clause 12.9.1 for any delivery charges (or the equivalent) required by the carrier (or the equivalent) to deliver the Goods to you. We will also reimburse you for any premium delivery charges (or the equivalent) required by the carrier (or the equivalent) to deliver the Goods to you.]

12.11 Refunds under this clause shall be made to you using the same payment method that you used when you placed your order with Us unless you specifically request that We make a refund to you by a different method.

12.11 Refunds under this clause shall be made to you using the same payment method that you used when you placed your order with Us unless you specifically request that We make a refund to you by a different method.

13. Your Other Rights to End

13.1 You may end the Contract if We have informed you of a forthcoming change to the Contract that you do not agree to, as described in sub-Clause 7.5.

13.1 You may end the Contract if We have informed you of a forthcoming change to the Contract that you do not agree to, as described in sub-Clause 7.5.

13.2 If We have suspended delivery of the Goods to you for more than <<insert period>>, or We have informed you that We intend to suspend delivery for more than <<insert period>>, you may end the Contract, as described in sub-Clause 10.7.

13.2 If We have suspended delivery of the Goods to you for more than <<insert period>>, or We have informed you that We intend to suspend delivery for more than <<insert period>>, you may end the Contract, as described in sub-Clause 10.7.

13.3 If you no longer wish to receive the Goods from Us and wish to end your subscription [before the end of the period for which the Goods are to be delivered] you may do so by

13.3 If you no longer wish to receive the Goods from Us and wish to end your subscription [before the end of the period for which the Goods are to be delivered] you may do so by

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contacting Us as de
as We receive it] C
Us].

ancellation will be effective [as soon
after the day on which you contact

13.4 You also have a leg
of it. For more det
Advice Bureau or T

act at any time if We are in breach
please refer to your local Citizens

13.5 You will be refund
received or will no
Clause 13 will be r
cancellation becom
used when ordering
a refund using a dif

s paid for that you have not yet
cancellation. Refunds under this
r days of the date on which your
same payment method that you
specifically request that We make

13.6 [If any Goods are t
sub-Clauses 13.1,
returning those God

a result of your cancellation under
e fully responsible for the costs of
u where appropriate.]

13.7 If you wish to exerc
so in any way you v
form on Our Site <
Confirmation. If yo
the following details

under this Clause 13, you may do
venience We offer a cancellation
include [a link to] it with the Order
t Us directly to cancel, please use

13.7.1 Telephone: <

er>>;

13.7.2 Email: <<ins

13.7.3 Post: <<inse

In each case, provid
number, and Order

address, email address, telephone

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

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

14. Our Liability to Consume

14.1 We will be responsi
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result of Our neglig
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Us when the Contr
damage that is not f

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

14.2 We only supply god
no warranty or repr
or industrial use of
any loss of profit, lo
business opportunit

ate use by consumers. We make
s are fit for commercial, business
e). We will not be liable to you for
ion to business, or for any loss of

14.3 Nothing in these Te
or personal injury ca
agents or sub-contr

it or exclude Our liability for death
(including that of Our employees,
udulent misrepresentation.

14.4 Nothing in these Te
consumer. For mo
Citizens Advice Bur

clude or limit your legal rights as a
rights, please refer to your local
s Office.

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15. Events Outside of Our Control

15.1 We will not be liable for any delay in performing Our obligations where that failure is caused by an event outside Our reasonable control.

15.2 If any event described in 15.1 occurs that is likely to adversely affect Our performance under these Terms of Sale:

15.2.1 We will inform you as soon as is reasonably possible;

15.2.2 We will take all reasonable steps to minimise the delay;

15.2.3 To the extent that Our obligations under the Contract are suspended or delayed, we will endeavour to minimise the delay, Our affected obligations under the Contract will be suspended or delayed (and therefore the Contract) will be extended accordingly that We are bound by will be

15.2.4 We will inform you if an event outside of Our control is over and provide details of the circumstances and times or availability of Goods as necessary;

15.2.5 If the event continues for more than <<insert time period>> after the Contract is cancelled, we will continue to cancel the Contract and inform you of the reasons for cancellation as soon as reasonably possible and in any event you will be paid for any Goods delivered by the date on which the Contract is cancelled;

15.2.6 If an event occurs [and continues for more than <<insert time period>>] after you wish to cancel the Contract as a result, you may cancel the Contract at any time you wish, however for your convenience we will continue to cancel the Contract as soon as reasonably possible. If you would like to cancel the Contract directly to cancel, please use the following details:

Telephone: <<insert telephone number>>;

Email: <<insert email address>>;

Post: <<insert postal address>>

In each case you will need to provide your name, address, email address, telephone number and order number. Any refunds due to you as a result of such cancellation will be paid to you as soon as is reasonably possible and in any event within <<insert time period>> of the date on which the Contract is cancelled.

16. Communication and Contact

16.1 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 postal address>>.

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

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

may in performing Our obligations where that failure is caused by an event outside Our reasonable control.

15.2 If any event described in 15.1 occurs that is likely to adversely affect Our performance under these Terms of Sale:

15.2.1 We will inform you as soon as is reasonably possible;

15.2.2 We will take all reasonable steps to minimise the delay;

15.2.3 To the extent that Our obligations under the Contract are suspended or delayed, we will endeavour to minimise the delay, Our affected obligations under the Contract will be suspended or delayed (and therefore the Contract) will be extended accordingly that We are bound by will be

15.2.4 We will inform you if an event outside of Our control is over and provide details of the circumstances and times or availability of Goods as necessary;

15.2.5 If the event continues for more than <<insert time period>> after the Contract is cancelled, we will continue to cancel the Contract and inform you of the reasons for cancellation as soon as reasonably possible and in any event you will be paid for any Goods delivered by the date on which the Contract is cancelled;

15.2.6 If an event occurs [and continues for more than <<insert time period>>] after you wish to cancel the Contract as a result, you may cancel the Contract at any time you wish, however for your convenience we will continue to cancel the Contract as soon as reasonably possible. If you would like to cancel the Contract directly to cancel, please use the following details:

Telephone: <<insert telephone number>>;

Email: <<insert email address>>;

Post: <<insert postal address>>

In each case you will need to provide your name, address, email address, telephone number and order number. Any refunds due to you as a result of such cancellation will be paid to you as soon as is reasonably possible and in any event within <<insert time period>> of the date on which the Contract is cancelled.

16.1 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 postal address>>.

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

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

at <<insert address>> at Clauses above.

17. Complaints and Feedback

- 17.1 We always welcome feedback from our customers and, whilst We always use all reasonable endeavours to improve your experience as a customer of Ours is a positive outcome of your purchase. We want to hear from you if you have any cause for complaint.
- 17.2 All complaints are handled in accordance with Our complaints handling policy and procedure, available at <<insert location>> and <<insert location>> respectively.
- 17.3 If you wish to complain about any aspect of your dealings with Us, please contact Us in one of the following ways:
 - 17.3.1 [In writing, to <<insert name and/or position>>, <<insert address>>];
 - 17.3.2 [By email, at <<insert name and/or position>> at <<insert email address>>];
 - 17.3.3 [Using Our <<insert form name>> form;]
 - 17.3.4 [By contacting <<insert telephone number>> [and <<insert extension number>> when prompted.]]

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

We will only use your personal information in accordance with what is set out in Our Privacy Policy, available at <<insert link>> and <<insert link>>.

19. Other Important Terms

- 19.1 We may transfer (assign) our obligations and rights under these Terms of Sale (and under the Terms of Sale) to a third party (this may happen, for example, if We are sold or our business is sold). If this occurs, you will be informed by Us in writing. Your obligations under the Terms of Sale will not be affected and Our obligations under the Terms of Sale will be transferred to the third party who will remain bound by the Terms of Sale.
- 19.2 [You may transfer (assign) your obligations and rights under these Terms of Sale to any person to whom you have transferred ownership of the Goods after you have completed purchase of the Goods (for example, by selling the Goods to that person or gifting them to that person) or to any person to provide you with evidence that they are now the legal owner of the Goods in question. [We may require that you provide evidence of the transfer of ownership.]]
- 19.3 You may not transfer (assign) your obligations and rights under these Terms of Sale (and under the Terms of Sale) without Our express written permission.
- 19.4 The Contract is between Us and you and is not intended to benefit any other person or third party. No person or party will be entitled to enforce any provision of the Terms of Sale. [This is subject to sub-Clause 19.2 and any purchase price guarantee that has been transferred under the Terms of Sale.]

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that sub-Clause will

the guarantee.]

19.5 If any of the provisions or otherwise unenforceable provision(s) shall be void. The remainder of these Terms of Sale. The remainder of these Terms of Sale shall be valid and enforceable.

If any of the provisions or otherwise unenforceable provision(s) shall be void. The remainder of these Terms of Sale shall be valid and enforceable.

19.6 No failure or delay in the performance of our obligations under the Terms of Sale means that We shall not be liable for any breach of any provision of these Terms of Sale subsequent to such breach.

Waiver of Our rights under these Terms of Sale means that We will waive any breach of any provision of these Terms of Sale subsequent to such breach.

19.7 We may revise these Terms of Sale in response to changes in relevant laws and regulations. We will give you reasonable advance notice of these changes. If you are not happy with these changes, you must return any affected Goods you have received (including delivery charges) for a full refund within <<insert period>> of your cancellation.

We may revise these Terms of Sale in response to changes in relevant laws and regulations. We will give you reasonable advance notice of these changes. If you are not happy with these changes, you must return any affected Goods you have received (including delivery charges) for a full refund within <<insert period>> of your cancellation.

20. [Alternative Dispute Resolution]

20.1 Alternative dispute resolution is available between a consumer and a trader.

Alternative dispute resolution is available between a consumer and a trader.

20.2 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 website>>.

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 website>>.

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

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

20.4 <<insert name of ADR provider>> will not charge you for making a complaint, and you may still be able to bring a claim to court if you are not satisfied with the outcome of the ADR process.

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

21. Law and Jurisdiction

21.1 These Terms and Conditions shall be governed by, and construed in accordance with, the law of <<insert country>>.

These Terms and Conditions shall be governed by, and construed in accordance with, the law of <<insert country>>.

21.2 If you are a consumer, you may still be able to rely on those provisions of any mandatory provisions of the law in your country which take away or reduce your rights.

If you are a consumer, you may still be able to rely on those provisions of any mandatory provisions of the law in your country which take away or reduce your rights.

21.3 If you are a consumer, any controversy, proceedings or claim arising out of or in connection with these Terms and Conditions, or the relationship between you and Us (contractual or otherwise) shall be subject to the jurisdiction of the courts of England, Wales, Scotland, or Northern Ireland, as appropriate.

If you are a consumer, any controversy, proceedings or claim arising out of or in connection with these Terms and Conditions, or the relationship between you and Us (contractual or otherwise) shall be subject to the jurisdiction of the courts of England, Wales, Scotland, or Northern Ireland, as appropriate.

21.4 If you are a business, the relationship between you and Us (contractual or otherwise) shall be subject to the jurisdiction of <<insert jurisdiction>>.

If you are a business, the relationship between you and Us (contractual or otherwise) shall be subject to the jurisdiction of <<insert jurisdiction>>.

S A M P L E