UK-TCmkt05

Website terms and conditions template: marketplace for goods; buyer subscribes for access

Terms and Conditions applicable to a buyer of Products using [Our name] These terms and conditions are the contract between you and [Our name] ("us", [Our name] is a trade name of [company name], [company number incorporated in England], = = = [= = = = = = / = = =] = = = = = [= = =] Under 18 years? Sorry, but we deal only with people who are legally able to enter into a binding contract. Please read this agreement carefully and save it. If you do not agree with it, you should leave -------1. **Definitions** means the [Our name] mobile phone / cell-phone ["App" application which enables a user to select order "Content" means the textual, visual or audio content that is encountered as part of your experience using [the App or Our Website. It may include, among other things: - - - , - - - - , - - - - - -"[Our name]" means us. It also means the membership marketplace we operate $\blacksquare \blacksquare \blacksquare$ ----------"[Our name] Membership means the market place service we provide as Service" ■ ■ ■ ■ " ■ ■ ■ "Our Website" means any website of ours, and includes all "Post" means display, exhibit, publish, distribute, transmit and/or disclose information, details

and/or other material on Our Website. ■ ■ ■

----"---""

	,
"Product"	means any item offered for sale through Our Website by a Seller. It includes both physical products
"Regulations"	means The Consumer Contract (Information, Cancellation and ■ ■ ■ ■ ■ ■ ■ ■ ■ 2013
"Seller"	means a person who offers Products for sale on Our Website under the terms •••••• [•
"…	
"User"	means any person other than you who uses the [Our name] Membership
"you" "yours" etc,	means you, the party to this agreement.

2. Our contract

2.6.

2.1.	[Our name] is a marketplace. We are agents of a Seller only to the extent of his use of Our Website as a
2.2.	We welcome any comment or complaint about a Seller, which you make through Our Website. We may act upon a complaint in our discretion,
2.3.	We are not responsible to you further than to take your money ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■
2.4.	We are not responsible for delivery of any Product you order or for the returns and repayment procedure
2.5.	These terms and conditions regulate the business relationship between you and us. By buying [Our name] Membership Service or using Our ■

Purchase of [Our name] Membership Service entitles you to receive

from us a code which will entitle you to a discount of [15%] for Products

	bought from any Seller. Note that [Our name] Membership Service does		
2.7.	We provide a market place for the supply of Products. We		
	2.7.1 your locating and ordering a Product;		
	2.7.2 your choice of a Product;		
	2.7.3 any aspect of the provision of the Product;		
	2.7.4 refund payment for any Product;		
	2.7.5 any complaint about any Product.		
2.8.	In any dispute with a Seller, you should deal only with the Seller. We have		
2.9.	We may change this agreement in any way at any time. The version applicable to your contract is the version which was •••••••••••••••••••••••••••••••••••		
You	r account and personal information		
3.1.	When you visit Our Website, you accept responsibility for any action done by any person using your name, account or password. You should take all necessary steps to ensure that the password is kept confidential and secure and should inform us immediately if you have any reason to believe that		
3.2.	You agree that you have provided accurate, up to date, and complete information about yourself. We are not responsible ■ ■ ■ ■ ■ ■ ■ ■		
	••.		
3.3.	You agree to notify us of any changes in your information immediately it occurs. If you do		

4. Membership

4.1.	Details of the cost and benefits of [Our name] Membership Service are as set out on
4.2.	Payment for a [Our name] Membership Service is for [one year / a fixed period of time]. At least two weeks before expiry of that period we shall send you a message to your last known email address to tell you that your membership is
4.3.	The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 give you 14 days within which you may cancel your [Our name] Membership and ask for a full refund of your money. However, our [members / customers / subscribers] want to use our [Our name] Membership Service immediately.
4.4	Co if you wish to subscribe you must first instruct up to allow you to
4.4.	So if you wish to subscribe, you must first instruct us to allow you to use [Our name] Membership Service immediately, knowing that 14 14 15 16 17 18 18 18 18 18 18 18 18 18 18 18 18 18
4.5.	You do not have to take any action for this to apply. By accepting these terms and conditions, you do instruct us to [start immediately / give you immediate access / provide the [Our • • •] • • • • •]. • • • • • • • • •
4.6.	Free Services (if any) are not
4.7.	At any time before expiry of your membership, you may use the "My Account" tab on Our Website to access
4.8.	At expiry of your [Our name] membership we shall automatically take payment from your credit card of the sum specified on the invoice sent earlier and
4.9.	Subject to last previous sub-paragraph, you may cancel membership within 14 days after the day we confirm the renewal of your [Our name] membership. If you do

4.10.	Other than the limitation set out above [Our name] Membership Service is •••••••••••••••••••••••••••••••••••
4.11.	Apart from your cancellation right, termination of Service will be regulated by
4.12.	We reserve the right to modify the [Our name] Membership Service and to change the terms and conditions of this agreement at any time, without notice. Your continued use of the [Our name] Membership Service after such modifications shall be deemed an acceptance by you to be bound by
	•••••••
The	buying procedure
1110	baying procedure
5.1.	[Our name] is not responsible for the fulfilment $\blacksquare \blacksquare \blacksquare$
5.2.	Prices listed on Our Website by Sellers are inclusive
5.3.	Unless it is clear to the contrary, you may assume that every sale is made ••••••••••••••••••••••••••••••••••••
5.4.	Products may be offered for sale subject to any discount or promotion arranged between [• • • • • • •] • • • • • • • • • • •
5.5.	Subject to discounts and promotions, Products are offered for sale at a fixed price. VAT may be due and will be either included in the
5.6.	All Products will be subject to a delivery charge which will be shown at the pay point. The delivery charge will be fixed by the Seller for each Product offered for sale. It may be changed at the
5.7.	Neither we nor the Seller can be responsible for action by any governmental authority. We do not know and are not , , , , , , , , , , , , , , , ,
5.8.	You are required to pay in the currency in which a Product ■ ■ ■ ■ ■

	5.9.	Every sale will be subject to the laws applicable but there shall not be implied any right which is neither			
	5.10.	For security purposes (yours and ours) we will not permit more than a maximum number of			
	5.11.	To make future use of Our Website easier and faster for you, we will retain the personal and delivery information you give to us. We will not retain information relating to your payment or credit card. This financial information never comes into our control. The information is given ■ ■			
6.	Sec	urity of your [credit card]			
	We take care to make Our Website safe ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ .				
	6.1.	Card payments are not processed through pages controlled by us. We use one or more online payment service providers who will			
	6.2.	If you have asked us to remember your credit card details in readiness for your next purchase or subscription, we will securely store your payment details on our systems. These details will be			
7.	The	[Our name] guarantee			
	7.1.	To give you the utmost confidence in the [Our name] buying experience,			
	7.2.	If the Seller fails to supply a Product to you for which you have paid, or supplies a Product which is substantially different			
	7.3.	This guarantee is subject to the following conditions:			

	7.3.1	you must first follow the returns and
	7.3.2	the maximum payment is £ [250]. We will • • • • • • • • • • • • • • • • • •
	7.3.3	the claim • • • • • • • • • • • • • • • • • • •
	7.3.4	you must provide a street address to us in •••••: [••,••••];
	7.3.5	you are limited to a lifetime maximum • • • [• • • •] • • • • • • • • • • •
	7.3.6	you must not • • • • • • • • • • • • • • • • • • •
7.4.	The gu	uarantee set out in
Can	cellat	tion and refunds: Product terms
This i Conti	s a state act (Info	following paragraph are not contractually part of this agreement. ement of your rights as a consumer under the Consumer ormation Cancellation and Additional Charges)
8.1.	Produc	cts you buy here are delivered
8.2.	The fo	llowing = = = = = = = = = = = = = = = = = = =
	8.2.1	If you have ordered a Product, but not received it, you may ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■

		•••••••
	8.2.2	If you have ordered a Product, and received it, you may cancel your order at •••••••••••••••••••••••••••••••••••
		 14
8.3.	The Se	eller will = = = = = = = = = = = = = = = = = =
	8.3.1	the Seller receives the Product
	8.3.2	you comply with the Seller's procedure for ■ ■ ■ ■ ■ ■ ■ ■
		••••••
8.4.	The op	otion = = = = = = = = = = = = = = = = = = :
	8.4.1	if you purchase sealed goods which relate to health ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■
		;
	8.4.2	if they are a hard medium for
	8.4.3	If the goods are somehow • • • • • • • • • • • • • • • • • • •
0.5	V	
8.5.	You ar	e responsible for the cost of returning the
8.6.	In any	of the above circumstances,

9.	Liability	for	subsec	uent	defects

9.1.	The following rules apply to the	
	9.1.1	the Product must be returned to the
	9.1.2	the Seller does not have to accept returns unless there
	9.1.3	before you return the Product to the Seller, please carefully re-
9.2.	The Se	eller will = = = = = = = = = = = = = = = = = =
	9.2.1	you comply ••••••••••••••••••••••••••••••••••••
	9.2.2	the Seller cannot return
9.3.		seller = = = = = = = = = = = = = = = = = = =
	9.3.1	repair or replace the Product, or
	9.3.2	refund the full cost
Prod	ducts	returned
These		ons apply if you buy from ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■
10.1.	The Se	eller does not accept returns unless there was a

10.2.	Before	you return a Product to the Seller, please carefully re- ■ ■ ■ ■
		·
	••••	
10.3.		oducts must be returned to •••••••••••••••••••••••••••••••••••
10.4.	So far ı	:
	10.4.1	with both Product and • • • • • • • • • • • • • • • • • • •
	10.4.2	securely wrapped;
	10.4.3	including the Seller's delivery slip;
	10.4.4	at your risk and cost.
10.5.		vise you to follow the returns procedure set out on your Seller's
10.6.		eller = = = = = = = = = = = = = = = = , = = = = = =
	10.6.1	refund the cost of return carriage;
	10.6.2	repair or replace the Product as he chooses.
How	we h	andle your Content
11.1.		vacy policy is strong and precise.
44.0		
11.2.	IT you F	Post Content to any public area of Our

	11.3.	Even if access to your text is behind a user registration it
	11.4.	[You now irrevocably authorise us to publish • • • , • • • • • • • • • • • • • • •
	11.5.	Posting content of any sort does not change your
	11.6.	You understand that you are personally responsible for your breach of
	11.7.	You accept all risk and
	11.8.	Please notify us • • • • • • • • • • • • • • • • • •
12.	Res	trictions on what you may Post to Our Website
	purpo	evite you to Post Content to Our Website in several ways and for different eses. We
		o not undertake to moderate or check every item Posted, but we
		agree that you will not use or
	12.1.	be unlawful, •••••;
	12.2.	consist in

12.3.	be obscene, ••••, ••••, ••••;
12.4.	be sexually explicit or pornographic;
12.5.	be likely to deceive any person or be
12.6.	use a Posting to solicit responses
12.7.	request or collect passwords or other personal
12.8.	be used to sell any goods or services or for any other commercial use
	not intended by \blacksquare
	••••••
	;
12.9.	include anything other than words (i.e. \blacksquare \blacksquare \blacksquare \blacksquare \blacksquare \blacksquare \blacksquare \blacksquare \blacksquare
12.10.	facilitate the provision
12.11.	link to = = = = = = = = = = = = = = = = = =
12.12.	use distribution lists that include
	• • • • • • • • • • • • • • • • • • •
12.13.	send age-inappropriate
You	r Posting: restricted content
In con	nection with the restrictions set out

	lition to t ■ ■ ■ :	the = = = = = = = = = = = , = = = = = = =
13.1.	hyperlir	nks, •••••••;
13.2.	•	ds or words = = = , = = = = = = = = = = = = = = =
13.3.	the nan	me, = = = = = = = = = = = = = = = = = = =
13.4.	inaccur	rate, false, or misleading information.
Rem	oval	of offensive Content
14.1.	For the	avoidance of doubt,
14.2.	of Our	under no obligation to monitor or record the activity of any user
14.3.	If you a ■ :	re = = = = = = = = = = = , = = = = = = =
	14.3.1	your claim or complaint must be submitted to us in the form • •
	14.3.2	we shall remove • • • • • • • • • • • • • • • • • • •
	14.3.3	after we receive notice of
	14.3.4	we may re-
14.4.	-	ect of any complaint made by you or any person on your behalf,

	14.5.		w agree that if any complaint is made • • • • • • • • • • • • • • • • • • •
15.	Sec	urity c	of Our Website
	15.1.		riolate = = = = = = = = = = = = = = = = = = =
	15.2.	You no	w agree that •••••••:
		15.2.1	modify, copy, or cause damage
		15.2.2	link to Our Website in any way that would cause the appearance
		15.2.3	download any part • • • • • • • • • , • • • • • • • • •
		15.2.4	collect or use •••••••, ••••••
		15.2.5	collect or use any information obtained • • • • • • • • • • • • • • • • • • •
		15.2.6	
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		15.2.7	;
	15.3.		,

	15.3.1			 			-	-	-					
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	15.3.2			 										
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		••••												
16.	Storage of	f data												
	16.1. ■■■■			 										_
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16.1. 16.2. 16.2.1 ---------16.2.2

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16.3. ...,........

OR

	16.4.	•••																•	
	16.5.	:::																	
	16.6.	:::				•••		• •		• •		• •				• •		-	
17.	Terr	ninat	ion																
	17.1.	:::	- [• •			I = 1		•	• •	= 1		-	•
	17.2.	:::			 			• •					• •					•	
	17.3.		•••	 ,∎∎			•				-				•	• •			
	17.4.	:::			•						•	••	••	•	• •	• •	•		
	17.5.	17.5.1				••													
		17.5.2	2		::														
	17.6.		••••	 				-		•		-	•		•	-	•		

	17.7.		- -
18.	You	r claims: defamation and intellectual property	
			ı
	•••		
	18.1.		
	18.2.		•
	18.3.	Our follow-up investigation of your complaint.	
	18.4.		-
			-
		,	
	18.5.		

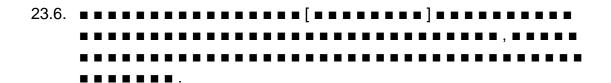
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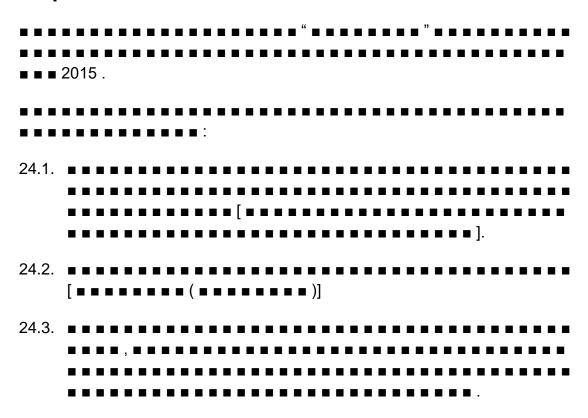
19.	Copyright and other intellectual property rights
	19.1.
	19.2.
20.	Interruption to the [Our name] Membership Service
	20.1.
	20.2.
	20.3.
	20.4.
21.	Indemnity
	21.1.

	21.2.	;
	21.3.	
	21.4.	your failure to comply with any law;
	21.5.	
22.	Serv	
	22.1.	
	22.2.	
	22.3.	
	22.4.	
	22.5.	
	22.6.	

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22.7.	22.7.1	of satisfa		ality;			••••	••••	I ■ ■ I , ■
		fit for a p				■■,	••••	••••	••
Disc	laime	rs abo	ut the	Produ	cts				
23.1.				••••		• • • • •			
23.2.	••••				• • • • •	• • • • •			•••
23.3.	23.3.1	the Selle		::::	;				•••
23.4.						•			
23.5.								. ■ ■ , ■	



24. Dispute resolution



24.4. We can propose an ADR Provider or will listen to your proposal. If you are in any way concerned, you should read the regulations at: http://ec.europa.eu/consumers/odr/.

25. Miscellaneous matters

25.1.	, - -	• • •	 • •	•••	• • •	••	 ,	••	•••	• • •	ı;∎ ■ ■ I	•••	••	•••	
25.2.		• • •						■ ■ ,			• • •	• • •			

25.3.	
25.4.	
	25.4.1; 25.4.2;
25.5.	25.4.3 issue a claim in any court.
25.6.	
25.7.	
25.8.	
	It shall be deemed to have been delivered:
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25.9. ı																							
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25.10. ı																							
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25.11. ı																							
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Explanatory notes:

Website terms and conditions template: marketplace for goods; buyer subscribes for access

b.

C.

Ge	neral notes
Thes	se notes apply to most terms and conditions documents, but not all notes I I I I I I I I I I I I I I I I I I
1.	About the CC(ICAC) Regulations 2013
	For a marketplace business, the Regulations are as confusing as they are complicated. We have written a number of <u>articles explaining each point</u> .
	The operation of a market place website involves three contracts: between you and the buyer; between you and the seller; and between the buyer and the seller. To keep it simple, the first two are not subject to the \blacksquare \blacksquare \blacksquare \blacksquare \blacksquare
	You have no formal contract, as in this document, with a buyer. But you probably have a contractual relationship in that you are providing your website for his use. If and only if, he uses it, you will be paid by a seller. So your payment depends indirectly
	••••
	However, you are also the agent of the seller. Your agency may cover several activities, or it may be limited to taking money or customer information. The Regulations do state clearly
	The main provisions which affect your business are first, provision of information relating to products and sellers;
	The required information is explained fully in our article " <u>Information</u> requirements for <u>Distance Contract</u> ". Here is a short version:
	a. description of the main characteristics of the *** *** *** *** *** *** ;

the total price of the goods or services • • • • • • • • • •

	d.	the arrangements for payment and ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ;
	e.	the telephone cost of communicating with the seller when it is not ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■
	f.	the existence of your customer's right to cancel the contract; and the conditions, time limit • • • • • • • • • • • • • • • • • • •
	g.	the cost of returning the goods if customer • • • • • • • • ;
	Next,	we will tell you about the E E E E E E .
	may o	buyer at any time chooses to purchase a product from your website, he cancel his order within 14 days without giving any reason. When he els the order, your seller must give ••••••••••••••••••••••••••••••••••••
	set up down do no	se note: This document has been drawn on the assumption that you will be your website in such a way that the seller will complete a web form or load a page of his information. This should not be edited by you. If you be tike it, tell him to change it. You should always make sure that it is a sum of the seller will complete a web form or load a page of his information. This should not be edited by you. If you be tike it, tell him to change it. You should always make sure that it is a sum of the seller will complete a web form or load a page of his information. This should not be edited by you. If you be tike it, tell him to change it. You should always make sure that it is a sum of the seller will complete a web form or load a page of his information. This should not be edited by you. If you be tike it, tell him to change it. You should always make sure that it is a sum of the seller will complete a web form or load a page of his information. This should not be edited by you. If you be tike it, tell him to change it. You should always make sure that it is a sum of the seller will be a sum of the seller wil
2.	What	you need to do to comply with the
	The A	Act applies to all personal data you collect, use or store. The scope ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■
	visito will pi busin	ave drawn a comprehensive privacy notice. It reassures your website rs that you take their privacy seriously. More importantly, your adopting it rompt you to make whatever changes are necessary in your day to day ess. You can download it at https://www.netlawman.co.uk/d/website-cy-policy
	your o	se note that the Act applies to all personal data which passes through organisation in any way. The law refers to "processing". In plain English neans you do something positive with that data. Because marketplace wes the probability that personal data will flow between you and
	•••	
		nis terms and conditions document, you do not have to explain to mers that you comply with law - any more than you would • • • • • • • • • • • • • • • • • • •
	As a	vastly reduced summary, the important areas of the ■ ■ ■ ■ ■ ■ ■ ■
		'

	•	you do not have a provision where you are assuming implied consent of customer to use his information ••••••••••••••••••••••••••••••••••••			
	•	if you allow a user to post information to your website, you may not process, edit or change that information without express consent, if such			
	•	Until now, you could simply ask for a tick to a box indicating that your customer or client has read your T&C. That is no longer good enough. You need			
	•	The most important elements of data to consider are personal data and any data which you want to use - • • • • • • • • • • • • • • • • • •			
	You m	nay find full list at:			
	https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/				
		//ico.org.uk/for-organisations/guide-to-the-general-data-protection- ation-gdpr/applications/children/			
	you w	ave drawn this terms and conditions document on the assumption that ould make practical changes on your website and use an updated by notice. So as to allow you			
Para	agra	ph specific notes:			
Notes	numbe	ering refers to paragraph numbers.			
1.	Definitions				
	terms terms to read to deta	now nothing about your business, so we cannot provide you with defined which precisely describe what you sell. Most people do not read your (even if they have to "tick the box"). The people who do take the trouble d them are likely to be the sort of people who expect the same attention ail from you as they themselves give to their purchase of your products vices. It therefore helps you to obtain their			
		,			

	"Product"	"=======	"/" = = = = =	■ ■ "	
	"Our Website"	"The ■ ■ ■ ■ ■	■ ■ " / " ■ ■ ■ ■	. ■ ■ ■ "	
	You should first de	cide on the conten	ts of the docum	ent, then return t	to check
2.	Our contract				
	The contractual rel	-	•	•	
	This paragraph is o	concerned with the	basics of what	each side is ■ ■	
3.	Your account and personal information				
	Edit as required. ■	•••••	• • • • • • • •	■■.	
4.	Membership				
	These terms const upon you to compl				jation I ■ ■ ■
	Make sure at some	ction from $\blacksquare \blacksquare \blacksquare \blacksquare \blacksquare$, = = = = = = =	
		• • • • • • • • • • • • • • • • • • •			■ 14 ■
	You have no obligation, you can prospective client, This paragraph has	annot satisfy the re member or custom	quirements of t ner fully underst	he Regulations th	hat your
	,				
5.	The buying proce	edure			
	This is the story of	how your system v	works. It must b	e set down to ma	atch the
		• • • • • • • • • • •		••••••	

Security of your [credit card]

	This short paragraph is intended primarily to re-assure your customer or client that you are careful with his
	For payment you may have various alternatives like the \blacksquare
7.	The guarantee
	This provision is very much an option. You can take it on in a suitable form or you can
	·
8.	Cancellation and refunds: Product terms
	This and the following two paragraphs provide information to the buyer on your site. This information does not affect the contract between you and a buyer. Insofar as you are the sales agent of your sellers it is important \blacksquare \blacksquare
	,
	As we have advised elsewhere, your business model should
9.	Liability for subsequent defects
	See last note. The same proposition applies.
	To comply with the Consumer Rights Act 2015, do not reduce the "■■■"■
10.	Products returned
	This paragraph continues in the vein of the previous one. The only difference is that
	By all means edit as you require.
11.	How we handle your Content
11.	
	It is a question of balance and maybe how your buyers will

This particular paragraph covers a sensitive issue. You should edit to suit the way you operate your business. You need to provide a balance between making precise promises which could trip you up
Restrictions on what you may Post to Our Website
This and the following three paragraphs relate directly to aspects of the interface between you and your buyers. The more they are allowed to enter data, upload, download, leave messages, and so on, the
This paragraph has two purposes: the first is the obvious and named purpose of preventing damage to your website and establishing a contractual
obligation by your site users not to do • • • • . • • • • , • • • • • • • • • •
No matter what you put in this paragraph, there is no certainty that you may not be the subject of some sort of attack or other problems. However, we do think
Of source, anyone who wishes to
Of course, anyone who wishes to •••••••••••••••••••••••••••••••••••
We have provided a vast menu of possibilities. We suggest that
Your Posting: restricted content
This paragraph continues in the vein of the previous one. As you see, we intend to make clear that certain other activities are prohibited.

14. Removal of offensive Content

12.

	This paragraph is targeted at anyone who is aggrieved by your site content. He may or may not be one
	,
15.	Security of Our Website
	There is an intentional overlap here with the paragraph on
	•••
16.	Storage of data
	This provision
17.	Termination
	It is at and after termination
18.	Your claims: defamation or intellectual property
	This is really a notice to third parties to make clear your responsible attitude
19.	Copyright and other intellectual property rights
	We have no comment
20.	Interruption to the [Our name] Membership Service
	This may • • • • • • • • • • • • • • • • • • •
21.	Indemnity

We suggest no edits.

22.	Disclaimers	about	our	Service
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	Disclaimers are not always binding. The law is complicated and much depends on the facts of
23.	Disclaimers about the Products
	We advise you • • • • • • • • • • • • • • • • • • •
24.	Dispute resolution
	This paragraph sets out standard terms 2015.
	The new law is directed at those 1000 10
	UK courts have more or less insisted on litigants going
	"". (". (
	The purpose of mediation (the most common form of ADR) is to settle a dispute. In practice it should
	Mediation costs money. £1000 to £3000 would be • • • • • • • • • • • • • • • • • •
	■ £ 10,000, ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■
	There seems to be some confusion in the EU regulations as to how • • • •

,
As a result of that act, arbitration entails very similar procedures to those ■ ■
The new regulations require that if you know of a mediator, you should ■ ■ ■
From here = = = = = = = = = = = = = = = = = =
From here
The law requires that when your internal complaint handling procedure is
exhausted then you
In the unlikely event that your business is a large \blacksquare
However, as you run an online marketplace business t the law requires you to
provide a link to online alternative dispute resolution platform which is at http://ec.europa.eu/consumers/odr/
You may find more details at:
http://www.legislation.gov.uk/uksi/2015/542/contents/made
http://www.legislation.gov.uk/uksi/2015/1392/pdfs/uksi_20151392_en.pdf
Do
Miscellaneous matters
Unless you have a good

Rights of Third Parties Act	
Email communications are usually binding in the UK, but may not be, ■ ■	

End of notes