UK-TCpro02

Terms and conditions template: professional consultancy business

#### **Terms and Conditions**

	e are the terms and conditions:  ite. By visiting or using Outline and the second in t	tions subject to which we allow you to use Our ur Website, or
We a	re [trade name], a compar	ny registered in [■ ■ ■ ■ ], ■ ■ ■ ■ [ ■ ■ ■ ■ ■ ■ ■ ].
Our a	ddress is [address]	
VAT I	Registration Number: [nun	nber]
You a	are: Anyone who uses Oul	r Website or buys any ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■
It is n	ow agreed as follows:	
1.	Definitions	
	"Detailed Specification"	means the written specification of the Work you have instructed us to do,
	"Documentation"	means the instruction manuals user guides and other documentation agreed
	"Intellectual Property"	means intellectual property owned by us, of every sort, whether or not registered or registrable in any country, including intellectual property of all kinds coming into existence after today; and including, among others, patents, trade marks, unregistered marks,,,,,,,, .
	"Our Website"	means any website or service designed for electronic access by mobile or fixed devices which is owned or operated by us or any member of the [name]
	"Price"	means the price for our Services as set ■ ■ ■ ■

"Services" means all of the services available from Our Website, 

"Work" means the work we do to provide the 

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""" means the work we do to provide the """ means the work we do to provide the """ means the work we do to provide the """ means all of the services available from Our Website, 
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""" means the work we do to provide the """ means the work we do to provide the """ means the """ means the work we do to provide the """ means the """ mea

### 2. Interpretation

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In this agreement unless the context otherwise requires:

2.1. a reference to one gender shall include any or all genders and a reference to the singular may be interpreted - - - - - - - - - - - - - - -2.2. a reference to a person includes a human individual, a corporate entity ------. 2.3. in the context of permission, "may not" in connection with an 

•••••• 2.4. the headings to the paragraphs to this agreement are inserted for convenience 2.5. any agreement by either party not to do or omit to do something .......... 2.6. [except where stated otherwise,] any obligation of any person arising **=** : 2.7. in any indemnity, a reference to costs or expenses shall be construed ••••, [••••••£200 •••••]. 2.8. these terms and conditions apply to all supplies of Services by us. 2.9. this agreement is made only in the English language. If there is any conflict in meaning between the English language version of this 

#### 3. Basis of contract

3.1.	In entering into this contract you have not relied on any representation or information from any source except the
3.2.	If you use Our Website in any way and make an order on behalf of another person you warrant that you have full authority to do ■ ■ ■ ■
3.3.	Subject to these terms and conditions, we agree to complete the Work and to provide to you some or all of the Services
3.4.	You acknowledge that you understand exactly what is included in the Services and you are satisfied that the Services you
3.5.	So far as we allow use of our Intellectual Property, we grant a licence to you,
3.6.	Our contract with you and licence to you last for [one year from the date of start / payment]. Any continuation by us or by you after the expiry of one year is a new contract in the terms then shown on Our Website.
3.7.	The contract between us comes into existence when we receive
OR	
3.8.	The contract between us comes into existence only when we write to you to confirm that we agree to provide to you the Service you want. Your payment does not create a contract.
3.9.	We do not offer the Services in all countries. We may refuse to supply a Service if •••••••••••••••••••••••••••••••••••
3.10.	Subject to all the terms in this agreement, we authorise you to access

and use Our Website and to download and print a small part of the

		This licence is conditional not only on your compliance with all erms of	
3.11.	only su Website	of our Services are now or may in future, be available to you bject to additional terms. Those terms will be set out on Our e. You now agree that	
3.12.	If we give you free access to a Service or feature on Our Website which is normally a charged feature, and that Service or feature is usually subject		
3.13.		y change this agreement and / or the way we provide the es, ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■	
	3.13.1	the change will take effect when we post ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■	
	3.13.2	you agree to be bound by any changes. If you do not agree to be bound by them, ••••••••••••••••••••••••••••••••••••	
	OR		
	3.13.3	we will give you notice of the change. If you do not accept the change, we will refund the money you have	
	3.13.4	if you make any payment for Services or goods in the future, you will do so under	
	3.13.5	to this agreement when you access Our Website or use the Services	
OR			
3.14.	Our contract terminates on the earliest of:		
	3.14.1	our completion of any Work or Service for which you have paid us. If there is any doubt as to when $\blacksquare \blacksquare \blacksquare$	

	3.14.2 our having worked for the amount of time for which you have paid us,
3.15.	You do not become a client for the time when after completion of one piece of work we start another. Each piece of Work is a new retainer which terminates when that Work is done. If we should give advice on the same
	••••••
3.16.	There is no contract between us for any free Service, so you do not become a client by using any free Service and we are not
3.17.	Prices for business Services are exclusive of any applicable value added tax or other sales tax. Prices for Services which
	•
3.18.	The Price of any Service may be changed by us at any time. But we will never change a Price so as to affect
	•.
3.19.	Services will be delivered by your free download, by e-mail or $\blacksquare$ $\blacksquare$ $\blacksquare$ $\blacksquare$
3.20.	You agree that you are bound by these terms (or the latest version of them) for all future contracts with us ,
Pric	e and payment
	• •
4.1.	Prices for business Services are exclusive of any applicable value added tax or other sales tax. Prices for Services which
4.2.	The Price of any Service may be changed by us at any time. But we will never change a Price so as to affect
	•.
4.3.	Charges for Services are fixed whenever it is reasonably possible ■ ■ ■

	4.4.	by the	we do not provide fixed charges for the Service, we will charge hour. In that case all Work done, including all Documentation, e-mails, faxes and telephone calls
		• • • •	<b>.</b> [ <b></b> ].
	4.5.	Estima	tes of charges will be provided <b>■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■</b> .
	4.6.	Payme	ent will be due to us within [seven days] of
	4.7.	Payme	ent may be made by credit card to Our Website, by cheque,
	4.8.		o not receive payment within the period required, we shall stop
	4.9.	-	ssible that the Price may have increased from that posted on ebsite. If that happens, we will not provide the Services
	4.10.		charges by the receiving bank on payments to us will be borne by other charges relating to payment
	4.11.	Any de only ■	etails given by us in relation to exchange rates are approximate
5.	If yo	u buy	as a consumer
	Contr	acts (Inf	oh applies if you buy as a consumer as defined in the Consumer formation, Cancellation and Additional Charges) Regulations and the
	5.1.		w inform you that information relating to all aspects of our es is not in this document but in our marketing material,
	5.2.	The fol	llowing rules apply to cancellation ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ :
		5.2.1	If you have ordered our Service but we have not yet started to work for you, you may cancel your order without giving a

reason, at any time within 14 days  $\blacksquare$   $\blacksquare$   $\blacksquare$   $\blacksquare$   $\blacksquare$   $\blacksquare$   $\blacksquare$   $\blacksquare$   $\blacksquare$  .

			•••••
		5.2.2	If you want us to start work before 14 days has passed, you can opt out of your cancellation right. To do that you have to instruct us to start your work as soon as we
		5.2.3	If you have ordered our Service and we have started to work for you, you may cancel your order without giving a reason, at any time within 14
		5.2.4	If you do so, you will owe us for work done to the date of ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■
		5.2.5	If you give up your right to cancel, that will apply to all work we
	5.3.	-	of the above circumstances, we will return any money ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■
	5.4.	Free S	Services (if any) are not • • • • • • • • • • • • • • • • • • •
6.	Sec	urity(	of your credit card
	We ta	ake care	to make Our Website safe • • • • • • • • • • • • • • • • • • •
	6.1.	-	payments are not processed through pages controlled by us. We ne or more online payment service providers who will ■ ■ ■ ■ ■
		••.	
	6.2.	•	have asked us to remember your credit card details in readiness ur next purchase
		••••	■■.

# 7. Service provision

7.1.	The Se	ervices are listed and described on Our Website. Once you
7.2.		r to provide <b></b>
	7.2.1	access to the <b>= = = = = = = [ = = = ] = = = = =</b>
	7.2.2	access to the <b>***</b> ;
	7.2.3	information and confirmation from you on any
	7.2.4	[more]
7.3.	The pro	ovision of our Service relies on a schedule of Work. If you are
7.4.		rvices will be delivered by [edit to the code or content of $\blacksquare$ $\blacksquare$ $\blacksquare$
	/	
7.5.		re not able to provide you Services within [10] = = = = = = = =
	••••	a.
7.6.	provision	ct to the provisions set out in paragraph 5; once Service on has ••••• [21] ••••• [21] ••••• [21] ••••• [21] ••••• [21] ••••• [21] ••••• [21] ••••• [21] ••••• [21] ••••• [21] ••••• [21] •••• [21] ••••• [21] ••••• [21] ••••• [21] ••••• [21] ••••• [21] ••••• [21] ••••• [21] ••••• [21] ••••• [21] ••••• [21] ••••• [21] •••• [21] •••• [21] •••• [21] •••• [21] •••• [21] •••• [21] •••• [21] •••• [21] •••• [21] •••• [21] •••• [21] •••• [21] •••• [21] •••• [21] •••• [21] •••• [21] •• [21] •• [21] ••• [21] ••• [21] ••• [21] ••• [21] •• [21] ••• [21] •• [21] •• [21] •• [21] •• [21] •• [21] •• [21] •• [21] •• [21] •• [21] •• [21] •• [21] •• [21] •• [21] •• [21] •• [21] •• [21] •• [
OR		•
7.7.	If we ha	ave started to Work for you and you cancel this contract, ■ ■ ■

	OR	
	7.8.	All monies paid by you to us are non-refundable and
	7.9.	You may not share
8.	For	eign taxes, duties and import restrictions
	8.1.	If you are not in the UK, $\blacksquare$
	8.2.	You are responsible for purchasing Services which you are
9.	Rep	resentative liaison
	9.1.	With effect from entering into this agreement [or your acceptance of these terms = = = = = = = = = = = = = = = = = = =
		9.1.1 organising monthly meetings at ••••;
		9.1.2 providing all information and Documentation
	9.2.	Each month our representative will prepare a progress report on    [

10.	Work management procedure			
	10.1.	We shall • • • • • • • • • • • • • • • • • •		
	10.2.	You will within [seven days] of receipt of the Detailed Specification either ••••••••••••••••••••••••••••••••••••		
	10.3.	We shall take account of all reasonable comments and/or requests for		
	10.4.	The process described above will be • • • • • • • • • • • • • • • • • •		
11.	Content of Detailed Specification			
	The D	Detailed = = = = = = = = = ( = = = = = = = ):		
	11.1.	[List = = = = ].		
	11.2.	details of each commonly accepted standard which		
12.	Diss	satisfaction with the Services		
	12.1.	If for any reason you are not completely • • • • • • • • • • • • • • • • • • •		
	OR			
	12.2.	Our most important task is to ensure your absolute satisfaction. We will always strive to reach		

12.2.1 exactly why you think we have failed;

		12.2.2 the date, ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■
		12.2.3 when and how you discovered the failure;
		12.2.4 the result of the failure;
		12.2.5 your suggestion as to action • • • • • • • • • • • • • • •
		•••.
	12.3.	To do this, it is
	OR	
	12.4.	The procedure for complaints about our Services is set out on
		•••••
	AND	
		You now agree that you commit a breach of this contract if you seek
	12.0.	repayment of money paid to us by asking your credit card provider to credit back a payment made to $\pm$
13.	War	ranty as to compliance with standards / ISO, etc
	[Here	enter the text = = = = = = = = = = = = = = = = = = =
14.	Con	fidentiality
	14.1.	Both parties are aware that in the course of our Work for you either of us will

14.2.	We both now undertake for ourselves and every employee, or sub- contractor whose services we may use both
	(
14.3.	For the purposes of your above undertaking,
14.4.	Each of us now undertakes to the other to make all relevant employees, agents and sub-contractors
14.5.	Each of us now undertakes to the other that for the period of 12 months
	following completion of $\blacksquare$
14.6.	The provisions of the last previous sub paragraph $\blacksquare$ $\blacksquare$ $\blacksquare$ $\blacksquare$ $\blacksquare$ $\blacksquare$ $\blacksquare$
Intel	llectual Property
You a	gree that at all times you will:
15.1.	not cause or permit • • • • • • • • • • • • • • • • • • •
15.2.	notify us
	<b>■</b> ;
15.3.	indemnify us for any

	15.4.	on the expiry or termination of <b>***********************************</b>
	15.5.	not use any name or mark • • • • • • • • • • • • • • • • • • •
	15.6.	so far as concerns software
		15.6.1 copy, or = = = = = = = = = = = = = = = = = =
		15.6.2 use it = = = = = = = = = = = = = = = = = =
		15.6.3 give access to it • • • • • • • • • • • • • • • • • •
		15.6.4 in any way provide
	15.7.	not use = = = = = = = = = = = = = = = = = = =
16.	Disc	aimers and limitation of liability
	(This	the first of two options, depending on your customer base.
	16.1.	
		The law differs from one
	16.2.	All implied conditions, warranties and terms are excluded from this agreement. If in any jurisdiction
	16.2.	All implied conditions, warranties and terms are excluded from this
		All implied conditions, warranties and terms are excluded from this agreement. If in any jurisdiction
		All implied conditions, warranties and terms are excluded from this agreement. If in any jurisdiction

	16.3.2	of satisfactory quality;
	16.3.3	fit for a particular purpose;
	16.3.4	available or • • • • , • • • • • • , • • • • • ;
16.4.	We clai	m no expert knowledge in any subject.
16.5.	•	ree that in any circumstances when we may become liable
	12	• • • • • • • • • • • • • • • • • • • •
16.6.	We sha	all not be = = = = = = = = = = = = = = = = = =
	16.6.1	indirect or consequential loss; or
	16.6.2	economic loss or other loss of turnover,
16.7.	our liab	ragraph (and any other paragraph which excludes or restricts ility) applies to our directors, officers,
40.0		
16.8.		ecome aware of any breach of any term of this
(Optio	n two: u	se this option (to • • • • • • • • • • • • • • • • • • •
		= = = .)
16.9.	The law	/ differs from one
16.10.	agreem	ied conditions, warranties and terms are excluded from this lent. If in any jurisdiction

16.11.	The [Our Name] Website and [Our • • • ] • • • • • • • • • • • • • • •
	16.11.1 useful to you;
	16.11.2 of satisfactory quality;
	16.11.3 fit for a particular purpose;
	16.11.4 available or ■ ■ ■ ■ , ■ ■ ■ ■ ■ ■ ■ , ■ ■ ■ ■ ■ ■
16.12.	We claim no expert knowledge in any subject.
	We shall not be liable to you for any loss or expense arising out of or in connection with your use of Our Website,
16.14.	We make no • • • • • :
	16.14.1 accuracy of any •••••;
	16.14.2 delivery of Content, material or any message;
	16.14.3 privacy of any transmission;
	16.14.4 any act or omission of any
	16.14.5 any aspect or • • • • • • • • • • • • • • • • • •
16.15.	Our Website includes Content Posted by third parties. We are not responsible
16.16.	

16.17.
OR
16.18. • • • • • • • • • • • • • • • • • • •
16.19.
-),,,,,,,,,
16.20. •••••••••••••••••••••••••••••••••••
16.21.
Indemnity
,
17.1.
■■■; 17.2. your breach of this agreement;
17.3.
,

## 18. Termination

This agreement may be terminated:
18.1. when the Work has been delivered to you.
18.2.
18.3.
18.4.
-(
18.5.

# 19. Dispute resolution

					■ " ■ ■	 ■■"■		
• • •		 	• • • •		••••	 • • • •	 	•
•••				• • • •	• • • •	 • • • •	 	• •
			-			• • • •		• •

19.2.	
19.3.	
19.4.	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: <a href="http://ec.europa.eu/consumers/odr/">http://ec.europa.eu/consumers/odr/</a> .
Misc	cellaneous matters
20.1.	2018
20.2.	
20.3.	
20.4.	
20.5.	20.5.1

■■■;

	20.5.2
	20.5.3 issue a claim in any court.
20.6.	
20.7.	
20.8.	
00.0	
20.9.	
	It will be deemed to have been delivered:
	••••72••••••;
	:: 24 =
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	• • ].
20.10	
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	= = = 2017 = = = = = = , = = = = = = = = = = = =

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20.11.																										
																		_						•		
20.12.																						•		_	_	_
		•		•				- 1					- 1				- 1		•			• •				
																							• • • ,			
																							,			
20.13.	•	-	-	<b>=</b> 1	 	•	, ■		-	-	-	<b>-</b> 1	 	-		 			-	 •			•	- 1		
			/ •		•	/ =						• ]									<b>.</b>		-			
								- 1	• •								•		-			- 1	• •			

You	■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■
==	3,
	eption when you opt out
]	ion 1
]	AND
•	AND
	AND

Option 2
Request to start work
].
/
Instructed on [date]
••••:[••••••••
]
Address: [enter your address]
Signature: (only if this form is notified on paper)
Date: [date]

•••••
,
[
Model cancellation form
[
[
:[
■■ ], Address: [enter your address],

© Andrew Taylor and Net Lawman Ltd

Date: [date]

## **Explanatory notes:**

Terms and conditions template: professional consultancy business

#### **General notes**

1.	<b>About the Consumer</b>	Contracts (ICAC	) Regulations	2013
	About the ourisanier	oometa	// INCHUIGHOUS	2013

For a service provider, the Regulations are quite complicated. We have written a number of articles explaining each point.

To keep it simple, if you take order of a service through your website, despite the fact that you work for the client online or offline you are treated as a service provider 

The main provisions which affect your business are first, provision of information relating to service and your identity;

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 services;
- b. the total price of the goods inclusive ■ ■ ■ ;
- c. Your identity, land address and full ■ ■ ■ ;
- d. the arrangements for payment;
- e. the telephone cost of communicating with you when it is not calculated
- g. whether, if the customer exercises the right to cancel, he must pay money to ••••••••;

	11.	
	Next,	we will tell you about the ■ ■ ■ ■ ■ ■ ■ .
	cance	client at any time chooses to order a service from your website, he may I his order within 14 days without giving any reason. When he cancels der, you must give ••••••••••••••••••••••••••••••••••••
	the 14 he will	ere is a way out. If the customer instructs you to supply service before day period expires, and provided you have warned the customer that lose his right to cancel, then the customer has opted out and lost his cancel. The opt-
	assum cooling	e note: Because you take service orders from your website, we have ned you will not want to set up a system which allows for the 14 day g-off period for the supply of services. That means your customer must be you to send earlier and
2.	What	you need to do to comply with the = = = = = = = = = = 2018
	The A	ct applies to all personal data you collect, use or store. The scope ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ .
		ave drawn a comprehensive privacy notice. It reassures your website s that you take their privacy seriously. More importantly, your adopting it
	busine	ompt you to make whatever changes are necessary in your day to day ess. You can download it at <a href="https://www.netlawman.co.uk/d/website-y-policy">https://www.netlawman.co.uk/d/website-y-policy</a>
	busine privac  For the custor	ompt you to make whatever changes are necessary in your day to day ess. You can download it at <a href="https://www.netlawman.co.uk/d/website-">https://www.netlawman.co.uk/d/website-</a>
	For the custor comple	compt you to make whatever changes are necessary in your day to day ess. You can download it at <a href="https://www.netlawman.co.uk/d/website-y-policy">https://www.netlawman.co.uk/d/website-y-policy</a> is terms and conditions document, you do not have to explain to mers that you comply with law - any more than you would tell them you

		•	r to post information to your website, you may not hange that information without express consent, if
	1	· •	uld simply ask for a tick to a box indicating that your thas read your T&C. That is no longer good enough.
	i	•	ant elements of data to consider are personal data and ou want to use - • • • • • • • • • • • • • • • • • •
	You ma	ay find full list at:	
		ico.org.uk/for-orga ion-gdpr/	anisations/guide-to-the-general-data-protection-
Para	you wo	uld make practica	ns and conditions document on the assumption that all changes on your website and use an updated allow •••••••••••••••••••••••••••••••••••
Notes	numbe	ring refers to para	agraph numbers.
1.	Definit	ions	
	terms v terms ( to read to deta	which precisely de even if they have them are likely to il from you as the	your business, so we cannot provide you with defined escribe what you sell. Most people do not read your to "tick the box"). The people who do take the trouble to be the sort of people who expect the same attention y themselves give to their purchase of your goods or ps you to obtain their business if your terms • • • • • • • • • • • • • • • • • • •
	••••		
	We us		You might decide to change to  "SuperHosting" / "Pro Accounting" / "  """"""""""""""""""""""""""""""""
	"Our W	/ebsite"	"The Jones Site" / " ■ ■ ■ ■ ■ ■ ■ "

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But if you do change the defined word, make  $\blacksquare \blacksquare \blacksquare$ 

Remember too, that when a word or phrase is defined, the defined $\blacksquare$ $\blacksquare$ $\blacksquare$ , $\blacksquare$
You should first decide on the contents of the document, then return to check
Interpretation
Leave these items in place unless there is a good reason to edit or remove.  These items are not "lawyer's blurb". Every item has been carefully considered in the context of this
Basis of contract
It is rarely as easy to define the limits of a service compared with selling goods. You can give a precise specification for a tonne of 10 cm = = = = = = = = = = = = = = = = = =
Is your buyer using your IP? When do you want to be bound to the deal? Do you want to know more about him first? Will you do business with him ■ ■ ■ ■ ?
?
Price and payment
You should consider carefully the provisions relating to completion and payment. It is important that the agreement identifies a precise procedure and point in time when a final invoice may be sent.
We have provided for payment for work $\blacksquare \blacksquare \blacksquare$
If you buy as a consumer
If you sell only to businesses ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■

3.

4.

This paragraph sets out your customer's rights as a "gold standard". In the past, the law has not compelled a seller to disclose his legal obligations. So sellers have not done so. These regulations change that. Because many organisations continue to keep customers in
<ul><li>Provision of information</li></ul>
the 14 day cancellation period
• "Opt out" of cancellation right so that you can start • • • • • • • • • • • • • • • • • • •
Security of your credit card
This paragraph is more for information than contractual commitment. We have included it here because many users   , , , , , , , , , , , , , , , , , ,
For payment you may have various alternatives like the   ,  ,  ,  ,  ,  ,  ,  ,  ,  ,  ,  ,  ,
Service provision
Edit to comply with exactly what information or other involvement you require from your client; how you will " • • • • " • • • • • • • • • • • • • •
Foreign taxes, duties and import restrictions
We suggest you leave this paragraph as it is. It will help to protect you
Representative liaison
Whether or not you need this paragraph depends entirely on your business.  Some
Work management procedure

7.

8.

9.

10.

11.	Content of Detailed Specification
	This is no more than a space for you to enter what you    I I I I I I I I I I I I I I I I I I
12.	Dissatisfaction with the Services
	Service provision is unlikely to be perfect 100% of the time. A complaints procedure shows that you care and that you are
	•.
13.	Warranty as to compliance
	Enter if relevant. Otherwise delete.
14.	Confidentiality
	We have included this paragraph because a business has so many secrets which could easily be stolen that some safeguard is sensible. You should consider
15.	Intellectual property
	Few business managers appreciate just how much IP is owned
	The question of who
	•
16.	Disclaimers and limitation of liability
	We do not have sufficient information about your business
	,
	Our aim in drawing this paragraph is to limit your liability as far as possible, particularly against events <b>E E E E E E E E E E E E E E E E E E E</b>

There is a substantial set of law which regulates what you can sell to • • • • ,
On top of that solid legal structure is an even larger structure relating to protection
We have therefore provided not merely alternative provisions within this paragraph, but
If you sell Worldwide,
It is possible that neither of these alternatives will be entirely enforceable.
Our best advice to you is to include these disclaimers so far as • • • • • • • • • • • • • • • • • •
You will see that we have also included in the provision for

17.	Indemnity
	We suggest no edits.
18.	Termination
	It is after termination that conflicts
19.	Dispute resolution
	This paragraph sets out standard terms
	The new law is directed at those ••••••••••••••••••••••••••••••••••••
	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 ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■
	■ <b>£</b> 10,000, ■ <b>■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■</b>
	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 in ■
!
The new regulations require that if you know of a mediator, you should ■ ■ ■
***.
From here
The law requires that when your internal complaint handling procedure is exhausted then you
19.4: in the unlikely event that your business • • • • • • • • • • • • • • • • • •
However, as an online service provider the law requires you to provide a link
to online alternative dispute resolution platform which is at <a href="http://ec.europa.eu/consumers/odr/">http://ec.europa.eu/consumers/odr/</a>
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
A number of special points. We have identified each of these as

	Rights of Third Parties Act -
Notice	e of right of cancellation
	At the end of the terms document,
	The first part is your notice to your customers.
	We have also provided the required information about the cancellation notice followed by $\blacksquare$

# **End of notes**