UK-TCpro03

Terms and conditions template: professional consultancy business; includes terms of sale for supporting product or systems

Terms and Conditions

These are the terms and conditions subject to which we allow you to use Our Website. By visiting or using Our Website, or [redacted].

We are [trade name], a company registered in [[redacted]], [redacted] [[redacted]].

Our address is [address]

VAT Registration Number: [number]

You are: Anyone who uses Our Website or buys any [redacted].

It is now agreed as follows:

1. Definitions

"Detailed Specification"	means the written specification of the Work you have instructed us to do, [redacted].
"Documentation"	means the instruction manuals user guides and other documentation which [redacted].
"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, designs, copyrights, software, domain names, discoveries, creations and inventions, together [redacted]. [redacted]-[redacted], [redacted], [redacted].
"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 [our name] group of [redacted]

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[redacted].

"Services" means all of the services available from Our Website, [redacted].

"Supporting Product" means any physical product we supply in [redacted].

"Work" means the work we do to provide the [redacted].

2. Interpretation

Unless the context clearly requires otherwise, the interpretation of this agreement shall [redacted]:

2.1. a reference to one gender shall include any or all genders and a reference to the singular may be interpreted [redacted].

2.2. a reference to a person includes a human individual, a corporate entity and any organisation [redacted].

2.3. a reference to a person includes reference to that person's successors, legal representatives, permitted assigns and any person to whom rights and obligations are transferred or passed as a [redacted], [redacted], [redacted]-[redacted].

2.4. in the context of permission, "may not" in connection with an [redacted], [redacted] "[redacted]".

2.5. [except where stated otherwise], any obligation of any person arising from this [redacted].

2.6. any agreement by either party not to do or omit to do something includes an obligation not to allow some [redacted].

2.7. a reference to an act or regulation includes new law of substantially the same [redacted].

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2.8. in any indemnity, a reference to costs or expenses shall be construed as including the estimated cost of management time of [redacted], [[redacted] £ 200 [redacted]].

2.9. these terms and conditions apply to all supplies of Services by us to you. [redacted].

2.10. this agreement is made only in the English language. If there is any conflict in meaning between the English language version of this agreement and any version or [redacted], [redacted].

3. Entire agreement

3.1. We represent, warrant and guarantee that we have the full right, power and authority to licence and distribute the Supporting Product, including all the [images, photos, animations, audio and video components, [redacted], [redacted], [redacted], [redacted]].

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 [redacted].

3.3. You accept responsibility for compliance with the laws and importation procedures of your jurisdiction which might affect your right to import, export or use of the Supporting Product, [redacted].

3.4. This agreement contains the entire agreement between us and supersedes all previous [redacted].

3.5. Conditions, warranties or other terms implied by statute or common law in any country are excluded [redacted].

3.6. In entering into this contract you have not relied on any representation or information from any source except the [redacted].

3.7. As an exception to the last previous sub paragraphs, the parties do rely [redacted]:

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[Enter list of other docs and dates [redacted] *].*

4. Basis of contract

4.1. Subject to these terms and conditions, we agree to complete the Work and to provide to you some or all of the Services [redacted].

OR

4.2. Our charge is based on the increase in sales of your [product / service] for the period for which you [redacted].

4.3. You acknowledge that you understand exactly what is included in the Services and you are satisfied that the Services you [redacted].

4.4. So far as we allow use of our Intellectual Property, we grant a licence to you, [redacted].

4.5. The contract between us comes into existence when we receive [redacted].

OR

4.6. 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. [redacted].

4.7. We do not offer the Services in all countries. We may refuse to provide Services if [redacted].

4.8. Some of our Services are now or may in future, be available to you only subject to additional terms. Those terms will be set out on Our Website. You now agree that [redacted], [redacted].

4.9. 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

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usually subject [redacted] , [redacted] [redacted] .

4.10. We may change this agreement and / or the way we provide the Services, [redacted] . [redacted] :

4.10.1 the change will take effect when we post [redacted] ;

4.10.2 you agree to be bound by any changes. If you do not agree to be bound by them, [redacted] ;

OR

4.10.3 we will give you notice of the change. If you do not accept the change, we will refund the money [redacted] ;

4.10.4 if you make any payment for Services or Services in the future, you will do so under [redacted] .

OR

4.11. Our contract terminates on the earliest of:

4.11.1 our completion of any Work or Service for which you have paid us. If there is any doubt as to when [redacted] , [redacted] , [redacted] ;

4.11.2 our having worked for the amount of time for which you have paid us, [redacted] .

4.12. 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 [redacted] , [redacted] [redacted] .

4.13. 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 [redacted] .

4.14. The price of any Service or Supporting Product may be changed by us at any time. We will never change a price so as to affect the [redacted]

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[redacted].

4.15. You agree that you are bound by these terms (or the latest version of them) for all future contracts with [redacted], [redacted].

5. The Price

5.1. The price payable for Services / any Supporting Product that you order [redacted].

OR

5.2. The Price is as set out [redacted].

OR

5.3. Prices are as set out in Schedule [[redacted]] [redacted].

5.4. Charges for Services are fixed whenever it is reasonably possible [redacted].

5.5. When we do not provide fixed charges for the Service, we will charge by the hour. In that case all Work done, including all Documentation, letters, e-mails, faxes and telephone calls [redacted] [[redacted]].

5.6. Estimates of charges will be provided [redacted].

5.7. Once agreed, the Price for the Services shall remain fixed for [xx months] [redacted].

5.8. The price charged for any service may differ from one country to another. You may not be entitled to [redacted].

5.9. Prices are inclusive of any applicable value added [redacted].

5.10. Prices for business Services are exclusive of any applicable value added tax or other sales tax. Prices for Services which [redacted].

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6. Payment

6.1. You will pay all sums due to us under this agreement by the means specified without [redacted].

6.2. Payment will be due to us within [seven days] of [redacted].

6.3. Payment may be made by credit card to Our Website, by cheque, [redacted].

6.4. If we do not receive payment within the period required, we shall stop the Work [redacted].

6.5. Bank charges by the receiving bank on payments to us will be borne by us. All other charges relating to payment [redacted].

6.6. Any details given by us in relation to exchange rates are approximate only [redacted].

7. Acceptance of your order

This paragraph applies to Services which you buy from us, without [redacted]:

7.1. your order is an offer to [redacted];

AND EITHER

7.2. nothing that we do or say will amount to any acceptance of your offer until we actually start to Work for you. [At any point up until then, [redacted]]; [redacted]

7.3. we shall accept your order by [e-mail confirmation]. [redacted].

8. Cancellation and refunds

This and the following paragraph apply if you buy as a consumer as defined in the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Provided [redacted], [redacted].

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8.1. We now inform you that information relating to all aspects of our Products and Services is not in this document but in our marketing material, [redacted].

Please note that following sub paragraphs apply to the Services we [redacted].

8.2. The following rules apply to cancellation [redacted]:

8.2.1 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 [redacted]. [redacted].

8.2.2 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 [redacted]. [redacted].

8.2.3 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 [redacted]. [redacted].

8.2.4 if you do so, you will owe us for work done to the date of [redacted].

8.2.5 If you give up your right to cancel, that will apply to all work we [redacted].

8.3. In any of the above circumstances, we will return any money [redacted] 14 [redacted].

Please note that following sub paragraphs apply only [redacted].

8.4. The following rules apply to cancellation [redacted]:

8.4.1 If you have ordered a Supporting Product, but not received it, you may cancel your order without giving a reason, at any time within 14 days [redacted]. [redacted].

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8.4.2 If you have ordered a Supporting Product, and received it, you may cancel your order at any time within 14 days of the date you received the Supporting Product. You must tell us that you [redacted] 14 [redacted].

8.4.3 We will return your money subject [redacted]:

8.4.3.1 we receive the Supporting Product in a condition in [redacted] - [redacted], [redacted], [redacted].

8.4.3.2 you comply with our procedure for [redacted]. [redacted].

8.5. The option to cancel your order is not available if the [redacted], [redacted].

8.6. You are responsible for the cost of returning the Supporting [redacted]. [redacted], [redacted] - [redacted].

8.7. In any of the [redacted], [redacted] 14 [redacted].

9. Liability for subsequent defects

9.1. Please examine the Supporting Product immediately you receive it. If you [redacted] 30 [redacted], [redacted].

9.2. The procedure to [redacted]:

9.2.1 the Supporting Product must be returned to [redacted].

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9.2.2 before you return the Supporting Product to us, please carefully [redacted] - [redacted] [[redacted] , [redacted] , [redacted] [redacted]] [redacted] .

9.2.3 please follow the returns procedure [provided on Our Website / set out on the [redacted] / [redacted] .]

9.3. We will [redacted] :

9.3.1 we receive [redacted] .

9.3.2 you comply with our returns [redacted] . [redacted] .

9.3.3 you tell us clearly what is the fault you [redacted] , [redacted] , [redacted] .

9.4. If any [redacted] , [redacted] :

9.4.1 repair or replace the Supporting Product, or

9.4.2 refund the full cost [redacted] .

10. Supporting Products returned

These provisions apply if you buy from [redacted] . [redacted] :

10.1. We do not accept returns unless there was a [redacted] , [redacted] .

10.2. Before you return a Supporting Product to us, please carefully re - [redacted] , [redacted] .

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10.3. The Supporting Product must be returned [redacted] [14 [redacted]].

10.4. So far [redacted] , [redacted] :

10.4.1 with both Supporting Product [redacted] ;

10.4.2 securely wrapped;

10.4.3 including our delivery slip;

10.4.4 at your risk and cost.

10.5. The procedure for return of Supporting Product is set out on [redacted] . [redacted] , [redacted] .

OR

10.6. You must tell us by email message to [address] you that you would like to return Supporting Product, specifying exactly which Supporting Product [redacted] , [redacted] . [redacted] . [redacted] , [redacted] .

OR

10.7. Detailed instructions for returning a faulty Supporting Product are on Our Website at [URL]. Please [redacted] : [redacted] , [redacted] .

10.8. In returning faulty items please enclose [redacted] .

10.9. If we agree [redacted] , [redacted] :

10.9.1 refund the cost of return carriage;

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10.9.2 repair or [redacted].

11. Security of your credit card

We take care [redacted].

11.1. Card payments are not processed through pages controlled by us. [redacted].

11.2. If you have asked us to remember your credit card details in readiness for your next purchase [redacted], [redacted]. [redacted].

12. Service provision

12.1. The Services are listed and described on Our Website. Once you [redacted], [redacted].

12.2. In order to provide [redacted], [redacted]:

12.2.1 access to the [redacted] [[redacted]] [redacted];

12.2.2 access to the [redacted];

12.2.3 information and confirmation from you on any [redacted].

12.2.4 [more]

12.3. The provision of our Service relies on a schedule of Work. If you are [redacted],

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[redacted].

12.4. Our Services will be delivered by [edit to the code or content of [redacted] / [redacted] / [redacted] - [redacted]] [redacted] / [redacted], [redacted] / [redacted].

12.5. If we are not able to provide your Services within [10] [redacted], [redacted] - [redacted].

12.6. [Subject to the foregoing provisions, once Service provision has started, [redacted] 21 [redacted] .]

OR

12.7. If we have started to Work for you and you cancel this contract, [redacted], [redacted].

OR

12.8. All monies paid by you to us are non-refundable and [redacted] / [redacted].

12.9. You may not share [redacted].

13. Foreign taxes, duties and import restrictions

13.1. If you are not in the UK, [redacted], [redacted], [redacted].

13.2. You are responsible for purchasing Services which you are [redacted].

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14. Representative liaison

14.1. With effect from entering into this agreement [or your acceptance of these terms [redacted]] [redacted]:

14.1.1 organising [monthly] [redacted];

14.1.2 providing all information and Documentation [redacted].

14.2. Each month our representative will prepare a progress report on [redacted] [[redacted]] [redacted].

15. Work management procedure

15.1. We shall prepare the Detailed Specification for [redacted]. [redacted].

15.2. You will within [seven days] of receipt of the Detailed Specification either [redacted]. [redacted].

15.3. We shall take account of all reasonable comments and/or requests for [redacted].

15.4. The process described above will be [redacted] ([redacted]) [redacted].

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16. Content of Detailed Specification

The Detailed [redacted] ([redacted]):

16.1. [List [redacted]].

16.2. details of each commonly accepted standard which [redacted] , [redacted] .

17. Dissatisfaction with the Services

17.1. If for any reason you are not completely [redacted] , [redacted] [30 [redacted]], [redacted] .

AND / OR

17.2. If for any reason you are not completely happy [redacted] , [redacted] .

OR

17.3. Our most important task is to ensure your absolute satisfaction. We will always strive to reach [redacted] . [redacted] , [redacted] . [redacted] . [redacted] , [redacted] :

17.3.1 exactly why you think we have failed;

17.3.2 the date, [redacted] , [redacted] ;

17.3.3 when and how you discovered the failure;

17.3.4 the result of the failure;

17.3.5 your suggestion as to action [redacted] .

17.4. To do this, it is [redacted] .

OR

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17.5. The procedure for complaints about our Services is set out on [redacted].

AND

17.6. You now agree that you commit a breach of this contract if you seek repayment of money paid to us by asking your credit card provider to credit back a payment [redacted] £ [100] [redacted].

18. Confidentiality

18.1. Both parties are aware that in the course of our Work for you, both [redacted].

18.2. We both now undertake for ourselves and for every employee or sub-contractor whose services we may use both [redacted] ([redacted]) [redacted].

18.3. For the purposes of your above undertaking, [redacted] ([redacted]) [redacted].

18.4. Each of us now undertakes to the other to make all relevant employees' agents and sub-contractors [redacted] - [redacted].

18.5. Each of us now undertakes to the other that for the period of 12 months following completion of [redacted]

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[redacted].

18.6. The provisions of the last previous sub paragraph [redacted], [redacted].

19. Intellectual Property

You agree that at all times you will:

19.1. not disclose to any person [redacted];

19.2. not cause or permit [redacted];

19.3. indemnify us for any [redacted];

19.4. on the expiry or termination of [redacted];

19.5. not use any name or mark [redacted];

19.6. so far as concerns software [redacted], [redacted]:

19.6.1 copy, or [redacted];

19.6.2 use it [redacted];

19.6.3 give access to it [redacted], [redacted];

19.6.4 in any way provide [redacted].

19.7. not use [redacted].

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20. Disclaimers and limitation of liability

20.1. The law differs from one [redacted].

20.2. All implied conditions, warranties and terms are excluded from this agreement. If in any jurisdiction [redacted].

20.3. Our Website and our Services are provided " [redacted] ". [redacted]:

20.3.1 useful to you;

20.3.2 of satisfactory quality;

20.3.3 fit for a particular purpose;

20.3.4 available or [redacted].

20.4. We make no representation or warranty that [redacted].

20.5. We disclaim any obligation or [redacted].

20.6. You agree that in any circumstances when we may become liable [redacted] 12 [redacted].

20.7. [redacted] £ [1 , 000]. [redacted].

20.8. [redacted]:

20.8.1 indirect or consequential loss; or

20.8.2 [redacted]

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[redacted].

20.9. [redacted] ([redacted]) [redacted], [redacted], [redacted], [redacted], [redacted] ([redacted] ([redacted]) [redacted] 1999 / [redacted] ([redacted]) ([redacted]) [redacted] 2017, [redacted].

20.10. [redacted], [redacted] [[redacted]]. [redacted] [redacted].

20.11. [redacted].

21. Indemnity

[redacted]:

21.1. [redacted];

21.2. your breach of this agreement;

21.3. [redacted], [redacted], [redacted], [redacted];

21.4. [redacted].

22. Termination

This agreement may be terminated:

22.1. [redacted].

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22.2. [redacted] [redacted] 35 [redacted] [redacted];

22.3. [redacted], [redacted] ([redacted]).

22.4. [redacted].

23. Dispute resolution

[redacted] "[redacted]" [redacted] 2015 .

[redacted]:

23.1. [redacted] [redacted].

23.2. [redacted] [[redacted] ([redacted])].

23.3. [redacted] [redacted], [redacted].

23.4. 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/.

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24. Miscellaneous matters

24.1. [redacted]. [redacted] 2018 [redacted] [[redacted]].

24.2. [redacted], [redacted] - [redacted].

24.3. [redacted], [redacted], [redacted], [redacted]. [redacted], [redacted].

24.4. [redacted].

24.5. [redacted], [redacted]:

24.5.1 [redacted];

24.5.2 cancel any order at our discretion;

24.5.3 issue a claim in any court.

24.6. [redacted].

24.7. [redacted], [redacted].

24.8. [redacted], [redacted]

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[redacted]

24.9. [redacted]

It will be deemed to have been delivered:

[redacted]

[redacted] 72 [redacted];

[redacted] 24 [redacted] [redacted].

24.10. [redacted] 1999 / [redacted] 2017 [redacted].

24.11. [redacted].

24.12. [redacted] / [redacted] / [redacted] [redacted].

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Notice of right of cancellation: Right to Cancel and Model Cancellation Form

Information about your statutory right to cancel

Service terms

Your right to cancel

■■■

- [redacted].

Option 2

Request to start work

[redacted] / [redacted] [redacted] [redacted].

[redacted] / [redacted].

[redacted] / [redacted]. [redacted] / [redacted].

[redacted].

Instructed on [date]

[redacted] : [redacted]

Address: [enter your address]

Signature: (only if this form is notified on paper)

Date: [date]

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[redacted].

[redacted], [redacted].

[redacted], [redacted], [redacted]-[redacted].

[redacted], [redacted].

[[redacted]. [redacted], [redacted].]

Model cancellation form

[[redacted]. [redacted]. [redacted].]

[redacted] [redacted], [redacted], [redacted], [redacted]-[redacted]]:

[redacted]/[redacted]/[redacted]/[redacted] [redacted].

[redacted] [redacted] / [redacted] [redacted],

[redacted]: [redacted],

Address: [enter your address],

Signature: (only if this form is notified on paper)

Date: [date]

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Supporting Product terms

Your right to cancel

[redacted] ([redacted], [redacted]) [redacted] 2013, [redacted] 14 [redacted].

[redacted] 14 [redacted]. [redacted].

How to cancel

[redacted], [redacted].

[redacted], [redacted], [redacted]-[redacted].

[redacted], [redacted].

[[redacted]. [redacted], [redacted].]

Model cancellation form

[[redacted]. [redacted]. [redacted].]

[redacted] [[redacted], [redacted], [redacted], [redacted]-[redacted]]:

[redacted]/[redacted]/[redacted]/[redacted] [[redacted]].

[redacted] [[redacted]]/[redacted] [[redacted]],

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■ ■ ■ ■ : [■ ■ ■

Explanatory notes:

Terms and conditions template: professional consultancy business; includes terms of sale for supporting product or systems

General notes

1. About the Consumer Contracts (ICAC) Regulations 2013

For a business which provide services and sells some supporting goods too, the Regulations are quite complicated. We have written a number of articles explaining each point.

To keep it simple, if you supply a service you are treated as a service provider under the Regulations. If you sell physical goods then the Regulations apply to you as on any seller of goods. In short ■ ■ ■

Next, we will tell you about the ■ ■ ■ ■ ■ ■ ■ ■ .

If the client at any time chooses to order a service or purchase product from your website, he may cancel his order within 14 days without giving any reason. When he cancels the order, you must ■ 14 ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■

- you do not have a provision where you are assuming implied consent of customer to use his information ■ ■ ■

“Services”	“SuperHosting” / “ProAccounting” / “■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ”
“Our Website”	“The Jones Site” / “■ ■ ■ ■ ■ ■ ■ ■ ”

But if you do change the defined word, make ■ ■ ■ ■ ■ ■ ■ ■ ■ ■

The provision for incorporating terms for an additional service may need [redacted].

5. The Price

This paragraph must tie in with the basis of contract. Either you take money via your website or you send out bills, or both. You should consider carefully the provisions relating to completion and payment. It is important that the agreement identifies [redacted]. [redacted] - [redacted], [redacted].

We have provided for payment for work [redacted], [redacted].

6. Payment

We cannot guess at your payment system. Treat [redacted].

7. Acceptance of your order

Establishes the contract. Get it wrong and you may be committed to business you do not want. Worse, you could find that your customer is bound to nothing. [redacted]. [redacted]. [redacted].

This is very important in an Internet contract because there are so many places in the buying procedure where it could be [redacted]. [redacted], [redacted]:

you hold your customers Products; or

every piece of advertising or information on [redacted]; [redacted]

a customer could claim Products [redacted]; [redacted]

goods are provided later [redacted].

Make quite sure that this paragraph accurately reflects the way you do business. It is most important to make sure this provision ties in [redacted]

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■ ■ ■ ■ ■ ■ - ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ (■ ■ ■ ■ ■ ■ ■ ■ , ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■).

8. Cancellation and refunds

If you sell only to businesses and organisations, ■ .

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 ■ ■ ■ ■ ■ ■ ■ ■ , ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■

If goods are defective on arrival or within 30 days, the buyer is entitled to a full refund of the cost, the cost ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ , ■ ■ ■ ■ , ■ , ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■

14. Representative liaison

Whether or not you need this [redacted].

15. Work management procedure

This is an example procedure. It is a mistake to tie [redacted].

16. Content of Detailed Specification

This is no more than a [redacted].

17. Dissatisfaction with the Services

Service provision is unlikely to be perfect 100% of the [redacted].

If you have decided to use [redacted].

18. Confidentiality

We have included this paragraph because a business has so many secrets [redacted].

19. Intellectual property

Few business managers appreciate just how much IP is owned [redacted].

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The question of who [redacted] .

20. Disclaimers and limitation of liability

Reduces the chance of a successful [redacted]

Some of these provisions may be void against a European client. Some [redacted] . [redacted] . [redacted] . [redacted] , [redacted] .

The law is complicated and much depends [redacted] . [redacted] .

You will see that we have also included in the provision for [redacted] . [redacted] .

21. Indemnity

We suggest no edits.

22. Termination

It is after termination that conflicts [redacted] . [redacted] , [redacted] . [redacted] .

23. Dispute resolution

This paragraph sets out standard terms [redacted] 2015 . [redacted] . [redacted] :

The new law is directed at those [redacted] 1000 [redacted] .

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UK courts have more or less insisted on litigants going [redacted] “ [redacted] ”. ([redacted] 15 [redacted] !)

The purpose of mediation (the most common form of ADR) is to settle a dispute. In practice it should [redacted] . [redacted] , [redacted] “ [redacted] ” [redacted] . [redacted] . [redacted] , [redacted] , [redacted] .

Mediation costs money. £1000 to £3000 would be [redacted] , [redacted] . [redacted] £ 10 , 000 , [redacted] .

There seems to be some confusion in the EU regulations as to how [redacted] . [redacted] . [redacted] , [redacted] 1996 .

As a result of that act, arbitration entails very similar procedures to those in [redacted] . [redacted] . [redacted] “ [redacted] ” [redacted] . [redacted] . [redacted] !

The new regulations require that if you know of a mediator, you should [redacted] . [redacted] , [redacted] . [redacted] , [redacted] .

From here [redacted] .

The law requires that when your internal complaint handling procedure is exhausted then you [redacted] . [redacted]

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[redacted].

23.4: in the unlikely event that your business [redacted] ([redacted] ?) [redacted]. [redacted], [redacted].

However, as an online seller of goods / services 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 [redacted]. [redacted].

24. Miscellaneous matters

A number of special points. We have identified each of these as [redacted]. [redacted], [redacted]. [redacted]. [redacted].

Rights of Third Parties Act - [redacted]. [redacted].

Notice of right of cancellation

At the end of the terms document, [redacted]. [redacted]. [redacted].

The first part is your notice to your customers. [redacted], [redacted]. [redacted].

We have also provided the required information about the cancellation notice followed by the model form. [redacted], [redacted]. [redacted]

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[redacted], [redacted]. [redacted], [redacted].

End of notes

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