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[illegible]

Terms and conditions

These terms and conditions are the contract between you and [Our Name] (“us”, “we”, etc). By visiting ■■■■■■■■■■■■■■■■■■■■■■ , ■■■■■■■■■■■■■■■■■■■■■■
■■■■■■■■■■■■■■■■■■■■ .

They are based on a set written by [Net Lawman](#) and released under licence. They protect your rights as well as ours.

I / We are [your business name], [a company registered in [country], number [■ ■ ■ ■ ■ ■ ■ ■ ■ ■]. ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ [■ ■ ■ ■]]

You are: Anyone who uses Our Website.

[illegible]

The terms and conditions:

1. Definitions

In this agreement:

"Carrier" means any person or business contracted by us to carry ■ ■
■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ .

[illegible][illegible]

"Goods" means any of the goods we offer for sale on Our Website, or, if [REDACTED], [REDACTED].

“Our Website” means any website of ours, and includes all
.

[illegible]

2. Interpretation

In this agreement unless the context otherwise requires:

- 2.1. a reference to a person is a reference to one or more individuals, whether or not formally in partnership, or ■■■■■■■■■■■■■■■■ , ■■■■■■■■■■■■■■■■ , ■■■■■■■■■■■■■■■■ .
- 2.2. these terms and conditions apply to all supplies of Goods by us to any customer. ■■■■■■■■■■■■■■■■ ■■■■■■■■■■■■■■■■ .
- 2.3. any agreement by any party not to do or omit to do something includes an obligation not to allow some ■■■■■■■■■■■■■■■■ ■■■■■■■■■■■■■■■■ ;
- 2.4. [except where stated otherwise], any obligation of any person arising from this ■■■■■■■■■■■■■■■■ ■■■■■■■■■■■■■■■■ ;
- 2.5. in this agreement references to a party include references to a person to whom those rights and obligations are transferred or passed as a result of ■■■■■■■■■■■■■■■■ , ■■■■■■■■■■■■■■■■ - ■■■■■■■■■■■■■■■■ .
- 2.6. the headings to the paragraphs and schedules (if any) to ■■■■■■■■■■■■■■■■ ■■■■■■■■■■■■■■■■ ;
- 2.7. a reference to an act or regulation includes new law of substantially the ■■■■■■■■■■■■■■■■ .
- 2.8. in any indemnity, a reference to costs or expenses shall be construed as including the estimated cost of management time of ■■■■■■■■■■■■■■■■ ■■■■■■■■■■■■■■■■ , [■■■■■■■■■■■■■■■■ £ 50 ■■■■■■■■■■■■■■■■].
- 2.9. these terms and conditions apply in any event to you as a buyer or prospective buyer of our Goods and so far as ■■■■■■■■■■■■■■■■ , ■■■■■■■■■■■■■■■■ .
- 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 ■■■■■■■■■■■■■■■■ ■■■■■■■■■■■■■■■■ , ■■■■■■■■■■■■■■■■ .

3. Our contract with you

- 3.1. This agreement contains the entire agreement between the parties and supersedes all .
- 3.2. Each party acknowledges that, in entering into this agreement, he does not rely on any representation, warranty, information .
- 3.3. 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 .
- 3.4. [Because we rely on our suppliers, we / We] do not guarantee that Goods advertised on Our Website are available. We may change these terms from time to time. The .
- 3.5. The price of Goods may be changed by us at any time. We will never change a price so as to affect the .
- 3.6. If in future, you buy Goods from us under any arrangement which does not involve your payment via Our Website; .
- 3.7. We do not sell the Goods in all countries. We may refuse to deliver the Goods if .

4. Acceptance of your order

- [illegible]

OR

- 4.2. Your order is an offer to buy from us. Nothing said or done by us is an acceptance of an order ,

AND

[illegible]

OR

[illegible][illegible]

4.5.1 accept the alternatives we offer;

4.5.2 cancel all or part of your order.

5. Price and payment

5.1. The price payable for the Goods that you order is ■■■■■■■■■■
■■■■■■■■■■.

OR

5.2. The Price is as set out

5.3. It is possible that the price may have increased from that posted on Our Website. If that happens, we will not despatch the Goods ■■■■■
■■■■■
■■■■■.

5.4. Prices include UK value added tax ("VAT"). If you show by your delivery address that you reside outside the United Kingdom, we will add VAT to the price of the goods. If you are not registered for VAT, we will add VAT at the standard rate of 20%. If you are registered for VAT, we will add VAT at the reduced rate of 0%.

OR

5.5. Prices include UK value added tax ("VAT"). If you show by your delivery address that you reside outside the United Kingdom, we will not charge VAT on the purchase price of the goods. If you are a business customer, we will not charge VAT on the purchase price of the goods if you provide a valid VAT number.

[illegible]

- [illegible]

6. Security of your credit card

We take care to make Our Website safe ■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■

- [illegible]

7. 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 (the “Regulations”). ■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■

[illegible][illegible]

7.2.3 We will return your money subject ■■■■■■■■■■■■■■■■■■■■■■
■■■:

7.2.3.2 you comply with our procedure for returns and
refunds. We cannot return your ■■■■■■■■■■
■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■.

7.3.1 if you purchase sealed goods which relate to health or hygiene,
and they become unsealed after delivery, ■■■■■■■■■■
■■■■■ - ■■■■■■■■■■ ;

7.3.3 If the Goods are somehow mixed with other goods so that we ■
■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■.

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[illegible]

9. Delivery and pick up

[illegible]

9.2. Deliveries will be made by the Carrier to .
.
.

[illegible][illegible][illegible]

9.6. All Goods must be signed for on delivery by an adult aged 18 years or over. If no one of that age is at the address when

.....

.....

.....,

.....

.....,

.....

.....

.....

[illegible]

9.8. [Goods are sent by post.

.....

.....]

9.9. If we agree with you to deliver on a particular day or at a particular time, we will .

11. Goods returned

[illegible]

- 11.1. We do not accept returns unless there was a [REDACTED], [REDACTED].
- 11.2. Before you return the Goods to us, please carefully re - [REDACTED], [REDACTED].
- 11.3. The Goods must be returned to [REDACTED] [14 [REDACTED]].
- 11.4. So far [REDACTED] :
- 11.4.1 with both Goods and [REDACTED];
- 11.4.2 securely wrapped;
- 11.4.3 including our [REDACTED]; [REDACTED]
- 11.4.4 at your risk and cost.
- 11.5. The procedure for return of Goods is set out on [REDACTED], [REDACTED].

OR

- 11.6. You must tell us by email message to [address] that you would like to return Goods, specifying exactly what Goods and _____,

_____. _____
_____, _____
_____.

OR

15.7. solicit passwords or personal information from anyone;

[illegible][illegible][illegible][illegible]

16. Your Posting: restricted content

[illegible]

..... ,

..... :

[illegible][illegible][illegible]

16.4. inaccurate, false, or misleading information.

17. How we handle your Content

[illegible][illegible]

[illegible][illegible][illegible][illegible][illegible][illegible][illegible]

22.1. $\begin{bmatrix} \text{---} \\ \text{---} \\ \text{---} \\ \text{---} \end{bmatrix}$

22.2. $[\dots (\dots)]$

[illegible]

22.4. 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/>.

23. Miscellaneous matters

[illegible][illegible]

23.3.

[A grid of dots representing a coordinate plane, with some points highlighted to form a shape.]

[illegible][illegible]

[illegible][illegible][illegible][illegible]

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..... :
.....

Information about your statutory right to cancel

Your right to cancel

..... (.....,)
2013 , 14
..... .

..... 14
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How to cancel

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Model cancellation form

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..... [.....
.....].

$$\mathbf{u} : [0, 1] \rightarrow \mathbb{R}^n, \quad \mathbf{u}(0) = \mathbf{u}(1) = \mathbf{0},$$

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

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Explanatory notes:

E-commerce terms and conditions template: retailer of goods

General notes

1. About Consumer Contracts (ICAC) Regulations 2013

For an online retailer of goods the new Regulations are evolutionary rather than a revolution. We have written a number of [articles explaining each point](#).

[illegible]

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

The required information is explained fully in our article “[Information requirements for Distance Contract](#)”. Here is a short version:

- a. description of the main characteristics of the goods;
- b. the total price of the goods inclusive ■ ■ ■ ■ ■ ■ ■ ■ ;
- c. Your identity, land address and full ■ ■ ■ ■ ■ ■ ■ ■ ;
- d. the arrangements for payment and delivery of goods;
- e. the telephone cost of communicating with you when it is not calculated
■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ;
- f. the existence of your customer's right to cancel the contract; and the
conditions, time limit ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ;
- g. whether, if the customer exercises the right to cancel, he must bear the
■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ;

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

[illegible]

2. Interpretation

Leave these items in place unless there is a good reason to edit or remove.

[illegible]

3. Our contract with you

This paragraph prevents a party from later saying he was ■ ■ ■ ■ ■ ■ ■ ■ ■ ■

.....

4. Acceptance of your order

This paragraph establishes the contract. This is very important in an Internet contract because there are so many places in the buying procedure where it

could be .

[illegible]

.....,

- [illegible]

There are three options. Make quite sure that one ■■■■■■

[illegible]

5. Price and payment

You must edit these paragraphs to make ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■

■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ .

6. Security of your credit card

This paragraph is more for information than contractual commitment. We have

included it here because many users ■■■■■■ ,

[illegible]

■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ .

For payment you may have various alternatives like the ■■■■, ■■■■■■

■ ■ ■ ■ ■ . ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ .

7. Cancellation and refunds

If you sell only to businesses and organisations, ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■

■■■■■■■■■■■

- Provision of information
- the 14 day cancellation period
- “no fault ” ■■■■■■ 14 ■■■■■■

[illegible][illegible][illegible]

Our best advice to you is to include these disclaimers so far as they apply to your business, but do not expect that you can

[illegible]

14. Your account with us

[illegible]

15. Restrictions on what you may Post to Our Website

[illegible]

The paragraphs in this section have two purposes: the first is the obvious and named

No matter what you put in these paragraphs, there is no certainty that you may

.....

..... ,

..... ,

.....

..... , , ,

Of course,
.....

We suggest that

16. Your Posting: restricted content

This paragraph continues in the vein ■■■■■■■■■■■■■■■■■■■■■■■■.

22. Dispute resolution

[illegible]

The new law is directed at those  1000

[illegible]

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

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 ■■■■■■ . ■■■■■■ "■■■■■" ■■■■■■
■■■■■■ . ■■■■■■ !

■■■■■■

[illegible]

