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- if you publish the document or any variation of it on a ■■■■, ■■■■■■■■■■  
■■■■■■■■■■.

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

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]

**These are the agreed terms:**

## 1. Definitions

[illegible]

"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, trademarks, unregistered marks, ■■■■, ■■■■, ■■■■■■■■■■, ■■■■, ■■■■■■■■■■, ■■■■■■■■■■, ■■■■■■■■■■.

"Our Website" means any website of ours, and includes all ■■■■■  
■■■■■.

"Post" means display, exhibit, publish, distribute, transmit and/or disclose information, Content and/or other material on to Our Website, ■■■■■■■■■■ "■■■■" ■■■■ "■■■■" ■■■■ "■■■■" ■■■■■■■■■■ ■■■■ :

---

[illegible]

### 3. Basis of Contract

- [illegible]

OR

- 3.9. The contract between us comes into existence only when we write to you to confirm that we agree to provide to you the Product you want. Your payment does not create a contract.
- 3.10. We may change these terms from time to time. The terms that apply to you are those posted here

- [illegible]

#### 4. The price and payment

- [illegible]

## 5. Security of your credit card

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

- 5.1. Card payments are not processed through pages controlled by us. We use one or more online payment service providers who will
- 5.2. 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

## 6. Cancellation and refunds

[illegible]

- [illegible]

- 6.2.3.1 we receive the Product in a condition in which we can re-sell it at full price , ■■■■■■■■■■■■■■■■■■■■ , ■■■■■■■■■■■■■■■■■■■■ .
- 6.2.3.2 you comply with our procedure for returns and refunds. We cannot return your ■■■■■■■■■■■■■■■■■■■■ ■■■■■■■■■■■■■■■■■■■■ .
- 6.3. The option to cancel your order is not available if the Product is a hard medium for a product in soft copy, ■■■■■■■■■■■■■■■■■■■■ ■■■■■■■■■■■■■■■■■■■■ .
- 6.4. You are responsible for the cost of returning the Product. We have no obligation to refund to you, ■■■■■■■■■■■■■■■■■■■■ - ■■■■■■■■■■■■■■■■■■■■ .
- 6.5. In any of the above scenarios, we will return ■■■■■■■■■■■■■■■■■■■■ 14 ■■■■■■ .

## 7. Liability for subsequent defects

- [illegible]





- 8.8. Signing "Unchecked", "☐"  
.
- 8.9. [Products are sent by post.  
.]
- 8.10. If we agree with you to deliver on a particular day or at a particular time, we will .  
.  
.  
.  
- .
- 8.11. Some Products will be delivered direct from the [manufacturer/  
developers/ software houses] who will contact  
. [  
 /  
 ],  
[  
 / ] .
- 8.12. Time for delivery specified on the order, ,  
.  
.
- 8.13. We are happy for you to pick up Products from our shop /  
  
.  
.]
- 8.14. If you :
- 8.14.1 we will not be [ / ];
- 8.14.2 Products are at your risk from  
/  
;
- 8.14.3 you agree that you are responsible for everything that happens after  
,  
,  
.

## 9. Product returned

[illegible]

- 9.1. We do not accept returns unless there was a [REDACTED], [REDACTED].
- 9.2. Before you return a Product to us, please carefully re - [REDACTED]  
[REDACTED] , [REDACTED].
- 9.3. The Product must be returned to [REDACTED] [ 14 [REDACTED]].
- 9.4. So far [REDACTED]:

  - 9.4.1 with both the Product [REDACTED];
  - 9.4.2 securely wrapped;
  - 9.4.3 including our delivery slip [REDACTED / REDACTED / REDACTED]
  - 9.4.4 at your risk and cost.

OR

- [illegible]

OR



[illegible]

## 12. Dissatisfaction with a Product

12.1. If for any reason you are not completely satisfied with the results of this study, you may request a refund of the fee for this study. If you request a refund, you must provide a written statement explaining the reason for your request. The refund will be provided within 30 days of the date of your request. If you do not request a refund within 30 days of the date of your request, you will be deemed to have accepted the results of this study and you will not be eligible for a refund.

*OR*

[illegible][illegible]

### 13. Software updates

[illegible]

## 13.2. The Product ■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■.

## 14. Restrictions on what you may Post to Our Website

[illegible]

- [illegible]

## 15. Your Posting: restricted content

[illegible]

In addition to the \_\_\_\_\_ , \_\_\_\_\_  
\_\_\_\_\_ :



## 17. Removal of offensive Content

[illegible][illegible]

17.3. If you are ,   
:

[illegible][illegible][illegible]

17.4. We may re-  
 .

17.5. In respect of any complaint made by you or any person on your behalf,

..... ,

.....

..... ,

.....

17.6. You now agree that if any complaint is made . . . . .  
 . . . . .  
 . . . . .

## 18. Security of Our Website

If you violate \_\_\_\_\_  
\_\_\_\_\_.

You now agree that \_\_\_\_\_, \_\_\_\_\_  
\_\_\_\_\_ :

- [illegible]



## 19. Interruption to our service

[illegible]

19.2. You acknowledge that our .....  
.....

19.3. You agree that we are not liable \_\_\_\_\_  
\_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_  
\_\_\_\_\_.

## 20. Intellectual Property

[illegible][illegible][illegible]

You agree that at all times you will:

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







21.14.6 privacy of any transmission;

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

OR

[illegible][illegible][illegible]

21.21. ....  
....

## 22. You indemnify us

....., .....  
.....:

22.1. ....  
....;

22.2. your breach of this agreement;

22.3. ...., ....., ...  
..., .....

22.4. ....  
....;

22.5. ....  
....

22.6. ....  
.....  
..... £ [ 100  
.00 ] .....

## 23. Dispute resolution

.....“ .....” .....  
.....  
... 2015 .

.....  
.....:

23.1. ....  
.....  
..... [ .....  
..... ].

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









..... : .....  
.....

## Information about your statutory right to cancel

### Your right to cancel

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2013 , ..... 14 .....  
..... .

..... 14 .....  
..... .  
..... .

### How to cancel

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[ .....  
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## Model cancellation form

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

..... [ ..... , ..... , .....  
..... , ..... - .....  
..... ]:

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

$$\begin{aligned} \mathbf{u} &= \begin{bmatrix} u_1 \\ u_2 \\ u_3 \end{bmatrix} : \begin{bmatrix} u_1 \\ u_2 \\ u_3 \end{bmatrix} = \begin{bmatrix} u_1 \\ u_2 \\ u_3 \end{bmatrix} \\ \mathbf{u} &= \begin{bmatrix} u_1 \\ u_2 \\ u_3 \end{bmatrix}, \end{aligned}$$

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

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### Explanatory notes:

## Website terms and conditions template: retail of hardware and licensed software

## General notes

## 1. About the 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:

- [illegible]

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

If the customer at any time chooses to purchase goods from your website, he may cancel his order within 14 days without giving any reason. When he

[illegible]

The Act applies to all personal data you collect, use or store. The scope ■■■  
■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■.

We have drawn a comprehensive privacy notice. It reassures your website visitors that you take their privacy seriously. More importantly, your adopting it will prompt you to make whatever changes are necessary in your day to day business. You can download it at <https://www.netlawman.co.uk/d/website-privacy-policy>

For this terms and conditions document, you do not have to explain to customers that you comply with law - any more than you would tell them you comply with any other law.

Nonetheless, if a customer or client takes the trouble to read this T&C document, the reason is probably because they seek re-assurance. For that reason, and not for any legal reason, we have included a few points of information. There is no reason why you should not do so too. If you do, we strongly advise to keep

As a vastly reduced summary, the important areas of the ■■■■■■■■  
■■■■■:





- “no fault ” ■■■■■■■■ 14 ■■■■■■■■■■

## 7. Liability for subsequent defects

A buyer's right to return faulty goods dates back to 1890. It applies today to all goods, as ■■■■■■■■■■ . ■■■■■■■■■■ - ■■■■■■■■■■ , ■■■■■■■■■■ .

If goods are not of satisfactory quality, as described and ■■■■■■■■■■ ■■■■■■■■■■ .

The minimum period within which you can insist on returned is six months. However, in common law, the return period depends on the estimated life of the product. If you expect it to last for twenty years, you could reasonably ■■■■■■■■■■ . ■■■■■■■■■■ ( ■■■■■■■■■■ ) ■■■■■■■■■■ ( ■■■■■■■■■■ , ■■■■■■■■■■ , ■■■■■■■■■■ )

This paragraph sets out "standard" limits to enable you to comply with the ■■■■■■■■■■ 2015 . ■■■■■■■■■■ .

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

If a defect becomes apparent only later, it will not be clear whether the buyer must accept a repair, an alternative, a precise replacement, or his money back. ■■■■■■■■■■ , ■■■■■■■■■■ ■■■■■■■■■■ .

Because most buyers of this document supply consumers, we ■■■■■■■■■■ ■■■■■■■■■■ 2015 .

To comply with the Consumer Rights Act 2015, do not reduce the “ ■■■■■ ” ■■■■■■■■■■ . ■■■■■■■■■■ .

## 8. Delivery and pick up

There are many possible arrangements you could make. We have therefore provided a ■■■■■■■■■■ . ■■■■■■■■■■ .





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



[illegible]

It is possible that neither of these alternatives will be entirely enforceable.

, , -

.

[illegible]



**23.4:** in the unlikely event that your business \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ ( \_\_\_\_\_  
\_\_\_\_\_) \_\_\_\_\_ . \_\_\_\_\_  
\_\_\_\_\_, \_\_\_\_\_  
\_\_\_\_\_.

You may find more details at:

Do . . . . .  
 . . . . .

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

The first part is your notice to your customers. The second

.

(

).

## End of notes