Website terms and conditions template: retailer of goods part designed by site visitors

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commenting on each	
The template for the terms and conditions starts on the next page. Drafting notes	

Terms and conditions

		re the contract between you and [Our Name] ("us",	
-	are based on a set writte ct your rights as well as c	en by Net Lawman and released under licence. They ours.	
	e are [your business nam	e], [a company registered in [country], number [■ ■ ■ ■ ■ ■ ■ ■]]	
You a	are: Anyone who uses Ou	ur Website.	
Pleas	se read this agreement ca	arefully and save it. If you do not agree with ■ ■ ■ , ■ ■ ■ ■ ■ .	
The t	erms and conditions:		
1. Definitions			
	In this agreement:		
	"Consumer"	means any individual who, in connection with this agreement, is acting for E E E E E E E E E E E E E E E E E E E	
	"Content"	means the textual, visual or aural content that is encountered as part of your experience on Our Website. It may include, among other things: text,	
	"Created Work"	means original work created by you in any medium and sent to us with a view to our using it to decorate to = = = = / = = = = = = = = = = / =	
	"Designer"	means a person who submits a design to us with a view to our selling	
	"Intellectual Property"	means intellectual property of every sort, whether or not registered or registrable in any country, including intellectual property of kinds coming into existence	

after today; and including, among others, designs,

	copyrights, ••••, •••, ••••, •••
"Our Website"	means any website of ours, and includes all \blacksquare \blacksquare \blacksquare
"Post"	means display, exhibit, publish, distribute, transmit and/or disclose information, Content and/or other material on to Our Website,
"Products"	means any of the products we offer for sale on Our Website, or, if

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 Products by us to any customer.
2.3.	any agreement by either 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 relevant 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.	these terms and conditions apply in any event to you as a buyer or prospective buyer of our Products and so far as ••••••••••••••••••••••••••••••••••
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 agreement and any version or
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 • • • •
3.5.	We may change these terms from time to time. The terms that apply to you are those posted • • • • • • • • • • • • • • • • • • •
3.6.	The price of Products may be changed by us at any time. We will never change a price so as to affect the
3.7.	If in future, you buy Products from us under any arrangement which does not involve your payment via Our Website;

4. Our contract with you as a designer of your Created Work

	and the following paragraph apply only to our relationship with someone offers work to us,
4.1.	You may submit any number of [Created Works] to us for sale as part of our [list or name Products].
4.2.	We are under no obligation to accept a
4.3.	If we accept your Created Work we may remove it from sale ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■
4.4.	We will use software in Our Website to track sales of a ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■
4.5.	[You may log in to Our Website at any time to see a history • • • • • •
4.6.	You confirm that your Created Work has been created by you and ■ ■
4.7.	We are entitled, but not obliged, to check any aspect of your Created Work and to refuse to [use / publish] it without giving you a reason. But if we do give you a
Ter	ms of your licence to us of your Created Work
5.1.	Your submission to us of a Created Work constitutes an offer to grant a licence to us in the terms of this paragraph. If
5.2.	The licence is in exchange for the satisfaction you will
5.3.	The licence shall be:
	5.3.1 free of charge:

	5.3.2	perpetual and exclusive;
	5.3.3	for use throughout the World;
	5.3.4	for use or resale by us or any $\blacksquare \blacksquare \equiv \equiv \equiv \equiv \equiv \equiv $
	5.3.5	fully assignable and sub-licensable;
	5.3.6	such that we may incorporate all or part of your • • • • • • • • • • • • • • • • • • •
5.4.	We are	under no obligation to recognise your author's rights or to ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■
5.5.	We are	under no obligation to •••••••.
Acc	eptan	ce of your order
6.1.	Product	der is an offer to buy from us. Nothing that we do or say will to any acceptance of that offer until we actually dispatch the ts to you. [At •••••••••••••••••••••••••••••••••••
OR		
6.2.		der is an offer to buy from us. Nothing said or done by us is an ance of an order
AND		
6.3.	•	time before the Products are despatched, we may decline to
OR		
6.4.		der is an offer to buy from us. We shall accept your order by [enfirmation]. That is when our contract is made. [Our
6.5.	If we do	o not have all of the Products you order in stock, we will
	6.5.1	accept the alternatives we offer;

7. Price and payment

7.1.	Prices of Products are shown on Our Website [= = = = = = = = = = = = = = = = = =
7.2.	It is possible that the price may have increased from that Posted on Our Website. If that happens, we will not send your order
7.3.	Prices include UK value added tax. If you show by your delivery address that you reside outside the United , , , , , , , , , , , , ,
OR	
7.4.	Prices include UK value added tax. If you show by your delivery address that you reside outside the United Kingdom,
7.5.	[If the Product you order is available in parts, you must pay us the full price of •••••••].
7.6.	Bank charges by the receiving bank on payments to us will be borne by us. All other charges relating to payment
7.7.	[Any information given by us in relation to exchange rates are approximate only
7.8.	If, by mistake, we have under-priced a Product, we will not be liable to supply that Product to you at the
7.9.	The price of a Product does not include the delivery charge which will be charged at the rates applicable at the date you place your order and which
7.10.	If we owe you money (for this or any other reason), we will credit your credit or debit card as soon as reasonably practicable but in any event no •••••• [14]

8. Security of your credit card

We ta	ake care	to make Our Website safe	
8.1.	Card p	ayments are not processed through pages controlled by us.	-
8.2.	for you	ave asked us to remember your credit card details in readines	
		•••·	
Can	cellat	on and refunds	
Whet	her you	ouy as = = = = = = = = = = = = , = = = = = =	
9.1.	We no	v inform you that information relating to all aspects of ■ ■ ■ ■	
9.2.	The fo	owing = = = = = = = = = = = = = = = = = = =	:
	9.2.1	If you have ordered a Product, but not received it, you	
			•
	9.2.2	If you have ordered a Product, and received it, you may cance your order at any time •••• [30] ••••••••	
			•
		[30]	•
	9.2.3	We will = = = = = = = = = = = = = = = = = =	
		9.2.3.1 we receive the Product in a condition in	

				, 		■ ■ ■ , ■	••••	1 = = =
		9.2.3.2	you comp	ly with our	procedu	e for • •		
9.3.			ble for the c			■,■■■	••••	
9.4.	In any o	of the ■ ■ i	•.	,	••••	••••		•••
Liab	oility fo	or subs	equent o	defects				
			f you buy ■					■.■
10.1.	it. If • •		he Product 30 = =	• • • • •	••••	••••		••••
10.2.	The pro		• • • • • •	••••	••••		••••	
	10.2.1		uct must be					
	10.2.2		ou return the					
	10.2.3							
10.3.	We will	••••				• • • • •		

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	10.3.1	we receive • • • • • • • • • • • • • • • • • • •		
	10.3.2	you comply with our returns		
	10.3.3	you tell us clearly what is the fault you		
10.4	If any -			
10.4.		repair or replace the Product, or		
		refund the full cost		
	10.4.2			
Deli	very			
11.1.	Products are delivered within [30]			
11.2.	Deliveri	ies will be made by the carrier		
11.3.	If we ar	e not able to deliver your Products within [30] ■ ■ ■ ■ ■ ■ ■ ■		
	• • • • •			
11.4.	We ma	y deliver the Products		
11.5.	[Produc	cts are sent at our risk = = = = = = = = = = = = = = = = = = =		
	••••			
11.6.		ducts must be signed for on delivery by an adult aged 18 years. If no one of that age is at the address when		
		,		

11.7.	Signing "Unchecked", " = = = = = = = = = = = = = = = = = =
11.8.	[Products are sent by post.
]
11.9.	If we agree with you to deliver on a particular day or at a particular time, we will
11.10.	Some Products are so large and heavy that delivery
11.11.	Time for delivery specified on the order, $\blacksquare \blacksquare \blacksquare$
	•••••
11.12.	We are happy for you to pick up Products from our shop / ■ ■ ■ ■ ■ ■
11.13.	If you = = = = = = = = = = = = :
	we will not = = = = = = = = = = = = = = = = = = =
	11.14.1 Products are at your risk from
	;
	11.14.2 you agree that you are responsible for everything that happens after ** ** ** ** ** ** ** ** ** ** ** ** **
	■ ■ .
Fore	ign taxes and duties
12.1.	If you are not in the UK, ■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■■

12.2.	You are responsible for purchasing Products which you are
Ris	k and retention of title
	ete this paragraph = = = = = = = = = = = = = = = = = = =
13.1.	Ownership of the Products shall not pass to you until they are
OR	
13.2.	The Products
13.3.	We shall deliver the Products, •••••••••, •••••••••••••••••••••••••
13.4.	In spite of delivery having
	13.4.1 you have paid the Price in full; and
	13.4.2 no other sums = = = = = = = = = = = = = = = = = = =
13.5.	Until title to the Products passes
13.6.	You must store the Products (at no cost to ••••) •••••
13.7.	Despite any of the Products remaining our property,

13.8.	Any sale or dealing shall be a sale or use , , , , , , , , , , , , ,
13.9.	Until title to the Products passes from us the entire proceeds of sale of the
13.10.	We shall be entitled to recover
13.11.	If we ask • • • • • • • • • • • • • • • • • • •
13.12.	If, when asked, you
13.13.	You must not pledge or in any way charge by way of security any , , , , , , , , , , , , , , , , , , ,
13.14.	You must keep the Products insured to •••••••••••••••••••••••••••••••••••
13.15.	If, when we ask, you fail to deliver to
13.16.	While ever we have title to any
	13.16.1 title to ••••••;
	13.16.2 you shall hold such products as • • • • • • • • • • • • • • • • • •
	13.16.3 all our rights in relation to ••••• (••••••

13.17	the Cor 2006 •	ust promptly deliver the prescribed particulars of this contract to mpanies Registrar in accordance with
Prod	ducts	returned
		ons apply if you buy from
14.1.		not accept returns unless there was a ,
14.2.		you return a Product to us, please carefully re - ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■
14.3.		oducts must be
14.4.	So far ı	,
	14.4.1	with both Product and
	14.4.2	securely wrapped;
	14.4.3	including our delivery slip;
	14.4.4	at your risk and cost.
14.5.	•	ocedure for return of Products is set out on
OR		
14.6.		ust tell us by email message to [address] you that you would like in Products, specifying exactly what Products and

OR	
14.7.	Detailed instructions for returning a faulty Product are on Our Website at [url]. Please
14.8.	In returning a faulty Product please
14.0.	
14.9.	If we agree ••••••••••
	14.9.1 refund the cost of return carriage;
	14.9.2 repair or replace the Product as we choose.
Disc	claimers
(This	is the first of two options, depending on your customer base. ■ ■ ■ ■ ■
•••	
15.1.	The law differs from one
15.2.	All implied conditions, warranties and terms are excluded from this agreement. If in any jurisdiction
45.0	
15.3.	We make no representation or warranty for:
	15.3.1 any implied warranty or condition

■;

	15.3.2	the adequacy ••••••••••••••••••••••••••••••••••••
15.4.	We clai	m no expert knowledge in any subject.
15.5.		ree that in any circumstances when we may become liable
15.6.	We sha	all not be = = = = = = = = = = = = = = = = = =
	15.6.1	indirect or consequential loss; or
	15.6.2	economic loss or other loss of turnover,
15.7.	our liab	aragraph (and any other paragraph which excludes or restricts ility) applies to our directors, officers, ••••, ••••, ••••• ••••••••••••••••••
15.8.]	ecome aware of any breach of any term of this ••••••••••••••••••••••••••••••••••••
		se this option (to = = = = = = = = = = = = = = = = = = =
15.9.	ne law	v differs from one • • • • • • • • • • • • • • • • • • •
15.10.	agreem	ied conditions, warranties and terms are excluded from this nent. If in any jurisdiction

15.11. We make no representation or warranty for:

	15.11.1 the quality of the Product;
	15.11.2
	•••;
	15.11.3 the correspondence of the Product with any description;
	15.11.4
45.40	
15.12.	
	•.
15.13.	
15.14.	
	15.14.1
	15.14.2 delivery of Content, material or any message;
	15.14.3 privacy of any transmission;
	15.14.4
	;
	15.14.5
15 15	
13.13.	••••••

15.17.
OR
15.18
15.19.
15.20.
15.21.
■■■.
Your account with us
16.1.
16.2.



17. Restrictions on what you may Post to Our Website

7.1.		
	17.1.1	be malicious or defamatory;
	17.1.2	
	17.1.3	,,,
	17.1.4	be sexually explicit or pornographic;
	17.1.5	
	17.1.6	
		;
	17.1.7	solicit passwords or personal information from anyone;
	17.1.8	
	17.1.9	
	17.1.10	
	17,1.11	

17.1.12

18.	Your	Posting:	restricted	content
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18.4. inaccurate, false, or misleading information;

19. How we handle your Content

19.1.	 	 		 	
	•		•		
19.2.	 	 		 	
40.0					
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					■■■,■
	 	 			.]
19.4	 	 		 	
19.5.	 	 		 	

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	19.6.					
	19.7.			•••••		
20.	Rem	oval of offen	sive Conte	nt		
	20.1.					
	20.2.				,	
		••••				
	20.3.		:			
		, = = = =	• • • • • • • •			•••
		20.3.2			•	
		20.3.3				
		20.3.4	•			•••
	20.4.		• • • • • • • •	■■■,■■■	•••••	

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	20.5.													•			-
21.	Sec	urity	of C	Our '	Web	osite	9										
		•••				• • •	••			• • •	• • •	•	-			• • 1	
	:::									• • •	• • •	▮,∎	••	• •	• •	••	•
	21.1.	•••															
	21.2.								••	•	••	1		• •			
	21.3.									••		, ■ ■				• • •	••
	21.4.	;				• • •	• • •					, ■ ■		۱,∎	••	••	•
	21.5.																
	21.6.				•		•		••	••	••		:	• •		■ , ■ ■	•••
	21.7.						• • •							••	••	••	••
	21.8.							۱,∎∣									

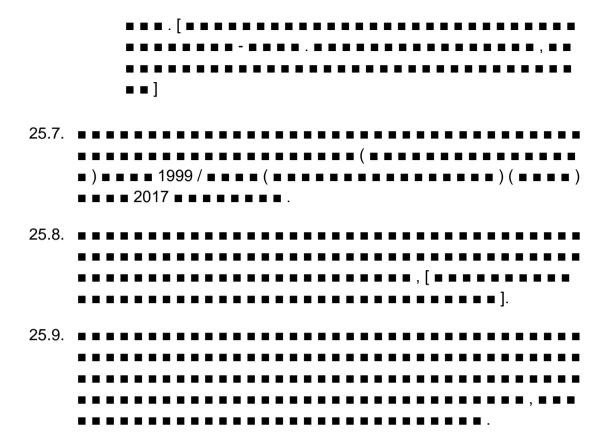
		21.8.2			
22.	Inde	emnity			
					•,••••
	22.1.	;		• • • • • • • • • • • • • • • • • • • •	•••••
	22.2.	your breach of this a	agreement;		
	22.3.				••••, ••
	22.4.	;			••••••
	22.5.				
23.	Inte	llectual Propert	ty		
	23.1.				•••••
		• • • • • • • •).	,	• • • • , • • • • •	■■■,■■■■,
	23.2.				
		•	22		ylor and Net Lawman Ltd

21.8.1

24.	•	oute resolution
		2015 .
		••••••
	24.1.	
	24.2.	
	24.3.	
	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.	Misc	cellaneous matters
	25.1.	

05.0	
25.2.	
25.3.	
	, ,
05.4	
25.4.	•••••
25.5.	
_0.0.	
25.6.	

	It shall be deemed to have been delivered:
	it shall be decined to have been delivered.
	■ ■ ■ ;
	72



25.10. The validity, construction and performance of this agreement shall be governed by the laws of [England and Wales / Scotland / Northern Ireland] and you agree that any dispute arising from it shall be litigated only in that country.

Explanatory notes:

Website terms and conditions template: retailer of goods part designed by site visitors

General notes

1. Consumer Contracts (ICAC) Regulations 2013

A business of selling products customized for specific customer (as in this document) is partially exempt from the Regulations. We have written a number of <u>articles explaining each point</u>.

To keep it simple, when a customer purchases products (prepared as per his instructions), The ONLY provisions which affect your business are provision

The required information is explained fully in our article "<u>Information</u> 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 $\blacksquare \blacksquare \blacksquare \blacksquare \blacksquare \blacksquare \blacksquare \equiv \blacksquare$;
- d. the arrangements for payment and delivery of goods;
- e. the telephone cost of communicating with you when it is not calculated

Your business is to sell specified goods. These are prepared to the exact order of your customer (partly designed by him). Therefore, your customer does not have any right under the Regulations to cancel the order and claim a refund. Rather cancellation and refund will be dealt on the terms of ■ ■ ■ ■

..............................

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

<u>privacy-policy</u>
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 \blacksquare
 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 may find full list at:

business. You can download it at https://www.netlawman.co.uk/d/website-

https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/

https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/applications/children/

We have drawn this terms and conditions document on the assumption that you would make practical changes on your website and use an updated privacy notice. So as to allow

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Paragraph specific notes:

Notes numbering refers to paragraph numbers.

- 2			•						
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	D	┏.			ıı	. 1	u		3

Every business is different, not only in terms of the product or service being offered, but also the processes. The defined terms that \blacksquare \blacksquare \blacksquare \blacksquare \blacksquare \blacksquare \blacksquare

We use You might decide to change to

"Product" "Clothing"/ "Cups"

"Our Website" "Prints By You"/ "The Site"

2. Interpretation

3. Our contract with you

4. Our contract with you as a designer of

This and the next paragraph deal with your contractual relationship with anyone who comes onto your site to upload any sort of created work. This paragraph covers contractual

..............

Edit as appropriate.

Terms of your licence
This follows the last paragraph. 5.2 is particularly important as it contains what lawyers call the "consideration" for the deal.
You may have considered giving something more meaningful, even if not money. You may call this a gift too. But as soon as the designer is certain that he will receive something of value that something becomes, in "
So, if you want to provide an incentive of value, we suggest that you simply avoid what could be read as a contractual obligation to do so (either in your T&C or elsewhere on your site). For example, do not associate the provision of the design with the receipt
If you want to arrange a royalty payment, then that is certainly a proper commercial arrangement. However, you could reasonably claim that the designer was working professionally
We accept that this explanation is imprecise.
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
you hold your customers' goods; or
every piece of advertising or information on

	a customer could claim goods • • • • • • • • • • • • • • • ;
	goods are provided later • • • • • • • • • • • • • • • • • • •
	There are three options. Make quite sure that one
7.	Price and payment
	You must edit these paragraphs to make
8.	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 , , , , , , , , , , , , ,
9.	Cancellation and refunds
	These are matters of your • • • • . • • • • • • • • • • • • • •
	As mentioned elsewhere business of selling specified goods is exempt from cancellation rights
10.	Liability for subsequent defects
	If you only sell to businesses
	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
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 = = = = = = = = = = = = = = = = = =
To comply with the Consumer Rights Act 2015, do not reduce the " • • • • " • • • • • • • • • • • • •
Delivery
As for the paragraph on price and payment, there are many alternative
Foreign taxes and duties
It is important to make this point clear if any of your sales are to other countries. It is not simply a question of avoiding expense or dealing with these matters yourself.
Dick and retention of title
Risk and retention of title
This carefully assembled paragraph contains points connected with preservation of your title against a receiver or liquidator of your customer.

12.

14.	Products returned
	This paragraph includes terms to return defective goods • • • • • • • • • • • • • • • • • • •
	We have provided a sensible set of terms. However, the law everywhere provides that if you sell defective goods or services you are
	••••
	We have added for your convenience provisions for returning which .
15.	Disclaimers
	We do not have sufficient information about your business to determine how far you can use this paragraph and how • • • • • • • • • • • • • • • • • • •
	Our aim in drawing this paragraph is to limit your liability as far as possible, particularly against events you may not anticipate. We are also aware that you might sell to business, not consumers, and to
	There is a substantial set of law which regulates what you can call to anyone
	There is a substantial set of law which regulates what you can sell to anyone, so no matter what you put in this paragraph, it will not
	On top of that solid legal structure is an even larger structure relating to protection of consumer rights. That is because consumer protection is extreme in the EU. If •••••••••••••••••••••••••••••••••••
	We have therefore provided not merely alternative provisions within this
	paragraph, but two alternative paragraphs. One version is what you can

.......

reasonably say if you deal - - - - ; - - -

	If you sell Worldwide, you could of course arrange for only ••••••••••••••••••••••••••••••••••••
	It is possible that neither of these alternatives will be entirely enforceable.
	Our best advice to you is to include these disclaimers so far
	You will see that we have also included in the provision for
16.	Your account with us
	These terms provide some protection in case of customer
17.	Restrictions on what you may Post to Our Website
	This and the following four paragraphs relate directly to aspects of the interface between you and your buyers.
	••••
	The paragraphs in this section have two purposes: the first is the obvious and named

	may = = = = = = = = = = = = = = = = = = =
	Of course, ••••••••••••••••••••••••••••••••••••
	We suggest that
18.	Your Posting: restricted content This paragraph continues in the vein , , , , , , , , , , , , ,
19.	How we handle your Content
	It is a question of a second and a second an
	way you operate
20.	Removal of offensive Content
	This paragraph is targeted at anyone who is aggrieved by your site content. He may or may not be one
21.	Security of Our Website
	There is an intentional overlap here with the paragraph on

22.	Indemnity
	We suggest no edits.
23.	Intellectual Property
	Few business managers appreciate just how
	We suggest that •••••••••••••••••••••••••••••••••
24.	Dispute resolution
	This paragraph sets out standard terms • • • • • • • • • • • • • • • • • • •
	
	The new law is directed at those • • • • • • • • • • • • • • • • • • •
	1000
	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 • • • • • • • • • • • • • • • • • •
	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
24.4: in the unlikely event that your business
?)
However, as an online seller of goods 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

25. Miscellaneous matters

Rights of Third Parties Act			
Rights of Third Parties Act - = = = = = = = = = = = = = = = = = =			
Take care before agreeing to accept			
,			
	I		
■■■■■■■■■■■■■■■■■■. Email communications are usually binding in the UK, but may not be, ■■■	• .		
,			
A number of special points.			

End of notes