Website terms and conditions: sale of made to order goods to consumers (B2C)

***Add/delete information in brackets as appropriate***

1. **Terms and conditions**

These terms and conditions are for the sale of made to order goods to consumers online and state the basis on which we [your business name] will supply goods to consumers.

These terms and conditions are the contract between you and [our name] (“us”, “we, etc) so please read these terms and conditions carefully. By purchasing goods on this site, you agree to be bound by these terms and conditions. If you are not willing to be bound by these terms and conditions, please do not purchase goods on this site.

[Insert Domain Name] (“site”) is owned and operated by [insert Company Name], a company registered in the Republic of Ireland under company number [Insert company number] and with our registered office at [insert registered office address], business address at [insert business address] and vat number is [insert VAT number].

**OR**

[Insert Domain Name] (“site”) is owned and operated by [insert name of person], a sole trader with my principal place of business at [insert business address] and vat number is [insert VAT number].

You can get hold of us in any of the following ways:

1. by telephoning us on [telephone number];
2. by emailing us at [email address]; or
3. by writing to us at [address].

For information about how we collect and use your personal information, please see our general **OR** website privacy notice, which is available at web address for privacy notice.

If, in these terms and conditions, we say that either of us may contact the other in ‘writing’, then this means it can be by letter or by email.

[We only sell goods and/or services in Ireland].

Separate terms apply to the use of our website. You can find those terms and conditions here: [link].

1. **Changes to terms**

We reserve the right, at our discretion, to modify, add, or remove any or all of these terms and conditions at any time and each such change shall be effective immediately upon posting.

Please check these terms and conditions periodically for changes.

The terms that apply to you are those posted here on Our Website on the day you order Goods.

Your continued use of this site and purchase of goods on this site following the posting of changes to these terms and conditions will mean you accept those changes. Please check the terms before every purchase.

If any revised terms apply to your order, we will notify you of the changes. If you intend to cancel the Contract with us upon such changes, you may cancel either in respect of all the affected goods or just the goods you are yet to receive. If you opt to cancel, you shall return relevant goods you have already received and we will refund the price you have paid, including any delivery charges in accordance with our returns policy.

1. **Our contract with you**

This agreement contains the entire agreement between us and supersedes all previous agreements and understandings between us.

Each party acknowledges that, in entering into this agreement, he/she does not rely on any representation, warranty, information or document or other term not forming part of this agreement.

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 so and you accept personal responsibility for every act or omission by you.

[Because we rely on our suppliers, we / We] do not guarantee that Goods advertised on Our Website are available. The terms that apply to you are those posted here on our website on the day that you order Goods.

The price of Goods may be changed by us at any time. We will never change a price so as to affect the price charged to you at the time when you buy those Goods.

If in future, you buy Goods from us under any arrangement which does not involve your payment via Our Website, these terms still apply so far as they can be applied.

We do not sell the Goods in all countries. We may refuse to deliver the Goods if you live in a country we do not serve.

1. **Acceptance of your order**

When you place an order with us, the legal contract between you and us will only come into existence when we tell you that we can provide the goods to you, [which we will usually communicate by email]. If we tell you that we cannot provide the goods to you for whatever reason, then we will not charge you for them. If we tell you that we are unable to provide the goods, and we have already received payment from you, then we will promptly refund you for any goods that we cannot provide to you.

If there is any conflict between these Terms and any term of the Order, the Order will take priority.

1. **About the Goods**

Any descriptions or images of the goods, and the packaging in which they are provided, which are set out on our website, are for illustration only. While we endeavour to be as accurate and consistent as possible, the goods may be slightly different to those descriptions or images.

Many of our goods are supplied to your specifications and may be made to order. Nothing said or done by us shall be an acceptance of an order until we confirm clear acceptance in writing, giving you details of our understanding of your exact requirements. [At any point until then, we may decline your order without giving any reason]. From that time, we are both bound by these terms and conditions.

[If you place an order for goods that are to be made to measurements that you have given to us, then you must ensure that those measurements are accurate. You are responsible for them.]

1. **Changes to goods**

If you wish to make a change to the goods for which you have already placed an order, please contact us [as promptly as you can] **OR** [describe your preferred means of being contacted]. We will always be willing to discuss with you whether the change you would like to make is possible, and whether there are likely to be any changes to price, times for delivery, any suspension period whilst any changes are made, or any other consequences or changes arising from your request. If your requested change is possible, we’ll ask you to confirm that you would like to continue with the change, to ensure that we’re both clear on how we need to fulfil your request.

If you wish to make any change to the specification of the goods, you must pay us the sum we estimate that the change will cost us and/or our supplier, based on our then current charging rates.

If you terminate this agreement before the specified goods are complete, you agree to pay us for all the extra work to the date of the cancellation by you. In addition, you will pay us a mark-up of 30% of the total costs of the order.

In some circumstances, we may need to make minor changes to the goods that you ordered. As these are minor changes and will not affect your use of the goods, we will not usually contact you about these. These minor changes are likely to be:

1. because we need update the goods to implement a change in the law or a regulatory requirement; and/or
2. because we need to make minor technical changes or enhancements that will not affect your use, handling or enjoyment of the goods.

It is possible that, exceptionally, we may need to make a more major change to the goods. If these exceptional circumstances arise in relation to an order that you have placed with us, then we will contact you before we make the change to let you know. If you do not want to proceed with the change, you’ll be entitled to cancel the contract and the cancellation terms of these terms and conditions will apply.

1. **Price**

[Prices of the Goods that you order are clearly specified on Our Website.]

**OR**

[The Price is as set out in the order.]

Our prices are inclusive of VAT. However, if there is a change in the rate of VAT between the date of the Order and the date of delivery or performance, the rate of VAT that you pay will be adjusted, unless you have already paid full purchase price prior to the change in the rate of VAT takes effect.

## [Any costs for delivery of the goods [and any costs for installation of the goods] [and other costs associated with the goods] are not included in the price specified for a good and will be added to the due amount.]

***OR***

[Any costs for delivery of the goods [and any costs for installation of the goods] [and other costs associated with the goods] will be the amounts that were set out to you in the order process on our website.]

We make all reasonable efforts to ensure that we do not make errors with the prices that we charge you. For example, before we accept your order, we usually try to check the website price against our price list in force at the time of your order. However, if by mistake, we have under-priced Goods, we will not be liable to supply those Goods to you at the stated price, provided we notify you before we dispatch to you.

If an error has been made and the price in the price list is lower than the website price, then we will charge you the price on the price list (being the lower amount). If an error has been made and the price in the price list is higher than the website price, we will contact you to confirm how you would like to proceed (and if you want to cancel the contract the cancellation terms of these terms and conditions will apply).

1. **Payment**

When you need to pay us depends on whether the goods are one-off or provided on a subscription basis:

1. For one-off goods, you must pay for them before we deliver them to you;
2. For subscriptions to goods you must pay ﻿weekly **OR** ﻿monthly﻿, in ﻿advance **OR** ﻿in arrears﻿;

**OR**

You must pay for goods before we deliver them to you

**OR**

You must pay for goods ﻿weekly **OR** ﻿monthly﻿, ﻿in advance **OR** ﻿in arrears﻿.

We accept payment by [explain how you accept payment – for example cash/credit card/debit card/cheque].

[If you do not pay us on time, we may charge you interest at the rate of 2% a year above the base rate of BANK from time to time. The interest will accrue each day from the date that the amount you owe us was due, until the date you make payment of the amount that is overdue. It will accrue whether or not it is before or after any court judgment. You must pay the interest to us when you make payment to us of the amount that is overdue. If you write to us and request it, we will send you a statement of the interest you owe us to date, and the additional amount being added each day.]

Bank charges by the receiving bank on payments to us will be borne by us. All other charges relating to payment in a currency other than Euro will be borne by you.

[Any information given by us in relation to exchange rates are approximate only and may vary from time to time.]

1. **Security of your credit card**

We take care to make Our Website safe for you to use.

[Card payments are not processed through pages controlled by us. We use one or more online payment service providers who will encrypt your card or bank account details in a secure environment.]

[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 fully encrypted and only used to process your automatic monthly payments or other transactions which you have initiated.]

1. **Delivery**

We will let you know the estimated delivery date which will be within [30] **OR** [other number]days after the date of acceptable of your order. Our delivery date may occasionally be affected by Circumstances Beyond Our Control (see below).

Delivery of an Order shall be deemed to be completed when:

1. we deliver the Goods to the address given by you;
2. we deliver the Goods directly to you; or
3. a carrier organised by you to collect Goods from us collects the Goods from us

and you will be responsible for the Products from that time.

Deliveries will be made to the address stipulated in your order. You must ensure that someone is present to accept the delivery.

If no one is available at your address to take delivery, we will leave you a note to rearrange delivery. However, a further delivery charge may apply.

If you then do not re-arrange delivery of the goods or collect them from the place specified in the note, we will contact you for instructions about what to do next and we may charge you for the storage costs we incur during this period as well as any further delivery costs in respect of a re-arranged delivery. If after this, we are still unable to arrange the re-delivery or collection of the goods with you, then we may cancel the contract.

When your goods arrive, it is important that you check immediately the condition and quantity. If the goods have been damaged in transit, you must refuse the delivery and immediately contact us so that we may dispatch a replacement quickly and minimise your inconvenience.

Upon receipt of full payment (including all applicable delivery charges) you will be the owner of the Goods.

If we fail to deliver Goods within 30 days **OR** [insert other number], then you may cancel your Order straight away if any of the following applies to you:

1. we have refused to deliver the Goods;
2. delivery within the delivery deadline was essential considering relevant circumstances; or
3. you informed us prior to acceptance of your order that delivery within the delivery deadline was essential.

If you do not wish to cancel your order straight away, or do not have the right to do so, you can specify a new reasonable delivery deadline, and you can cancel your Order if we do not meet the new deadline.

Some Goods will be delivered direct from the manufacturer who will contact you to arrange delivery. When delivery of the Goods has been arranged directly with the manufacturer, you will be subject to the manufacturer's delivery policy.

Some Goods are so large and heavy that delivery times may be slightly longer. In this case, approximate delivery dates will be given when you place your order.

[Delete these clauses if not applicable]

If you told us that you would like to collect the goods, then you can collect them once we have confirmed that they are ready for collection. You can collect them between [hours] on [days] provided payment has been received into our bank. [A cheque on arrival is not acceptable]. If you do not collect the goods from us within a reasonable time **OR** [number] days of us letting you know that they are ready for collection, we will contact you about what to do next, and we may charge you for the storage costs we incur during this period. If we are still unable to arrange collection of the goods with you, then we may cancel the contract.

If you pick up Goods from our premises then:

1. we will not be able to assist you in loading heavy items;
2. Goods are at your risk from the moment they are picked up by you or your Carrier from our shop / warehouse;
3. you agree that you are responsible for everything that happens after you take possession of the Goods, both on and off our premises, including damage to property of any sort, belonging to any person.
4. **[International Delivery**

## We deliver to the International Delivery Destinations [insert link to page listing the countries]. However, certain Goods are not delivered to International Delivery Destinations so please check the information on our International Delivery Destination page carefully before ordering any Products.

## Delivery of Goods to International Delivery Destinations will be subject to applicable import duties and taxes payable by you. Prior to placing an order, you should contact your local customs office for information on this.

## You agree to comply by all applicable laws of country to which Goods are delivered and we shall not be liable for any such violations.]

**AND**

If you show by your delivery address that you reside outside EU, VAT will be deducted at the payment point.

**OR**

If you show by your delivery address that you reside outside EU, we will refund to you the amount charged as VAT.

[If the item you order is available in parts, you must pay us the full price of your order before we will send any part of it.]

[Delete these clauses if not applicable]

## OR

# [No international delivery

## Unfortunately, we do not delivery to addresses outside the Republic of Ireland.

## You may place an order for Products from outside the Republic, but this order must be for delivery to an address in the Republic.]

[Delete these clauses if not applicable]

1. **Your obligations**

We will inform you [in the description of the goods on our website **OR** during the order process] of information that we need from you in order to provide you with the goods. We will contact you to request this information.

If you don’t provide us with this required information in a reasonable time, or if information that you give us is not accurate, we may cancel the contract, or we may charge you for the additional costs that we incur as a result.

If you don’t give us required information within a reasonable time, we will not be liable to you if this causes a delay in providing you with the goods, or if we do not provide any part of them to you.

[So that we can install the goods, you will need to allow us access to your property. If you do not allow us access to your property at the time and date arranged with you, we will contact you for instructions about what to do next and we may charge you for the additional costs that we incur as a result of you not allowing us access. If we are still not able to make arrangements with you for access to your property, then we may cancel the contract.]

1. **Right to Cancel**

## Please note that this paragraph does not apply to any goods you order provided or made to your specifications through our website

## Your legal right to cancel a Contract starts from the date on which your order is accepted. Your right to cancel the Contract depends on what you have ordered and how it is delivered.

## You have a legal right as a consumer to cancel a Contract under the European Union (Consumer Information, Cancellation and Other Rights) Regulations 2013 (the “Regulations”) during the period set out below:

The following rules apply to cancellation of your order:

1. If you have ordered Goods, but not received them, you may cancel your order without giving a reason, at any time within 14 days of your order. You will have no obligation and we will return your money.
2. If you have ordered Goods, and received them, you may cancel your order at any time within 14 days of the date you received them. You must tell us that you wish to cancel. You must also send the Goods back to us within that same 14-day period.
3. We will return your money subject to the following conditions:
4. we receive the Goods in a condition in which we can re-sell them at full price, in new condition, with labels and packaging intact.
5. you comply with our procedure for returns and refunds. We cannot return your money unless we know who sent them.

If any of the following circumstances applies to the goods that you have ordered, then the cancellation rights during the cooling-off period do not apply to you and you will not have the right to cancel the contract in respect of those goods because you have changed your mind:

1. if the goods have been personalised or made to your specification;
2. if the goods that you have ordered are sealed for health or hygiene reasons and you have broken the seal on them;
3. if the goods that you have ordered are sealed audio or video recordings, or computer software and you have broken the seal on them;
4. if you have combined the goods with other goods and they are inseparable;
5. if the goods are of a kind that will deteriorate rapidly.

### To cancel a contract, you should e-mail us at [insert email address] or contact our Customer Services team at [insert number] or by post to [address]. If you are emailing us or writing to us, please include details of your order.

### If you send us your cancellation notice by e-mail or by post, then your cancellation is effective from the date you send us the e-mail or post the letter to us.

1. **If you cancel your Contract we will:**
2. Refund you the price you paid for the Goods after deducting any charges or reductions for any specified goods in accordance with section 6.
3. refund you the price you paid for the Goods after deducting any reduction in the value of the Goods that has been caused by your handling them in an unacceptable manner. [See our Returns page [Insert hyperlink] for information about acceptable handling and examples.]
4. refund you any delivery costs you have paid calculating them on the basis of the least expensive delivery method that is generally acceptable. For example, if we offer delivery of a Good within 3-5 days at one cost but you choose to have the Goods delivered within 24 hours at a higher cost, then we will only refund what you would have paid for the cheaper delivery option.
5. make any refunds due to you as soon as possible and in any event within the deadlines indicated below: if you have received the Goods and we have not offered to collect it from you: 14 days after the day on which we receive the Goods back from you or, if earlier, the day on which you provide us with evidence that you have sent the Goods back to us;
6. if you have not received the Goods or you have received it and we have offered to collect it from you: 14 days after you notify us that you intend to cancel the Contract.
7. If you have returned the Goods because they are faulty or mis-described, we will refund the price of the Goods in full, together with any applicable delivery charges, and any reasonable costs you incur in returning the item to us.
8. Refunds will be made to you on the credit card or debit card used by you to pay.

If a Good has been delivered to you prior to your decision to cancel your Contract:

1. then you must return it to us without undue delay and in any event not later than 14 days after the day on which you let us know that you wish to cancel the Contract. Please see our Returns page [insert hyperlink] for our returns address. If we have offered to collect the Goods from you, we will collect the Goods from the address to which they were delivered;
2. you will be responsible for the cost of returning the Goods to us except where the Goods are faulty or not as described. If the Goods cannot be returned by post, then the costs of delivering it by carrier should not exceed the sums we charged you for delivery. If we have offered to collect the Goods from you, you will be charged with the direct cost to us of collection. We charge [insert price] for collection of [insert relevant products];

## As a consumer, you have legal rights in relation to Goods that are faulty or not as described. These legal rights are not affected by your right of return and refund or anything else in these Terms.

## Liability for subsequent defects

We will repair or replace Goods which show a defect. If you claim that the item is defective, the following conditions apply:

1. the defect must be reported to us within [four weeks] of becoming apparent;
2. the defect results only from faulty design or manufacture;
3. you have returned the defective Goods or parts to us if we have so requested.

If we agree that we are liable, we will refund the cost of return carriage and will repair or replace the Goods free of charge.

If we repair or replace the Goods, you have no additional claim against us either under this agreement or by statute or common law, in respect of the defect.

1. **Goods returned**

These provisions apply in the event you return any goods to us for any reason **except as a result of your cancellation under the Regulations**.

We do not accept returns unless there was a defect in the Goods at the time of purchase, or we have agreed in correspondence that you may return them.

Before you return the Goods to us, please carefully re-read the instructions and check that you have assembled it correctly and complied with any provisions relating to the power supply, plugs and sockets.

The Goods must be returned to us as soon as any defect is discovered but not later than [14 days].

So far as possible, Goods should be returned:

1. with both Goods and all packaging as far as possible in their original condition;
2. securely wrapped;
3. including our delivery slip; [or manufacturer’s delivery slip]
4. at your risk and cost.

[The procedure for return of Goods is set out on Our Website. If you do not follow this procedure, we may be unable to identify you as the sender of the Goods.]

**OR**

[You must tell us by email message to [address] that you would like to return Goods, specifying exactly what Goods and when purchased, and giving full details of the defect or other reason for return. We will then issue a returns note. If you send Goods to us without a returns note, we may not be able to identify sufficient details to enable us to attend to your complaint.]

**OR**

[Detailed instructions for returning faulty Goods are on Our Website at [url]. Please note in particular that we cannot deal with your complaint unless you return the entire Goods that you bought: that is to say, with all components and parts and in the original packaging.]

In returning faulty Goods please enclose with it a note clearly stating the fault and when it arises or arose.

Most of the Goods are covered by the manufacturer's guarantee for a minimum of [12 months]. Please first check the plug, fuse, batteries and the manufacturer's operating instructions.

If delivery was made to an Irish address, you are also protected by the Sale of Goods and Supply of Services Act 1980.

If we agree that the Goods are faulty, we will:

1. refund the cost of return carriage;

repair or replace the Goods as we choose.

1. **[European Union (Waste Electrical and Electronic Equipment) Regulations 2014**

These regulations provide that suppliers of equipment like high street shops and Internet retailers must allow Consumers to return their waste equipment free of charge. Our obligation is to take back from you any electronic or electrical product when you buy a replacement product for similar use.

If you wish to take advantage of this service, you must return your waste item within 15 days of buying your new one. You must pay the carriage cost to us.]

# [Delete this clause if not applicable]

1. **Third party manufacturers guarantees**

Some of the Goods have a third-party manufacturer's guarantee as provided with the Goods. This is in addition to your consumer rights in relation to Goods that are faulty or not as described.]

1. **Our warranty for the Goods**

## We guarantee that Goods shall be free from material defects for a period of [number] months from the date of delivery. However, this guarantee does not apply to any defects in the Goods arising from:

## normal wear and tear;

## any alteration or repair by you or by a third party not authorised by us as a repairer;

## your failure to operate or use the Products in accordance with the user manual;

## wilful damage caused by abnormal storage or working conditions, accident, negligence by you or by any third party; and

## any specification provided by you.

## This warranty is in addition to your legal rights as a consumer in relation to Goods that are faulty or not as described.

1. **Our rights to cancel the contract**

If you don’t comply with your obligations in these terms and conditions, we may cancel the contract. The following are examples of circumstances where we would consider that you have not complied with your obligations:

1. you do not pay us on time and you do not pay us within 5 days of us telling you that payment is overdue;
2. you do not allow us to deliver the goods to you and do no re-arrange delivery or collection of the goods;
3. you do not collect the goods within a reasonable time and you do not re-arrange collection;
4. you do not provide us with information that we have requested from you within a reasonable time;
5. [if we are installing goods at your property, you do not allow us entry to the property or re-arrange a time for entry to the property]

If we cancel the contract because you have not performed your obligations, we will provide you with a refund for any goods for which you have paid but not yet received. However, we may make a reduction from the refund due to you, or if you are not due a refund because you have not yet made payment, then we may charge you, [€ amount as compensation for any costs that we incur due to having to cancel the contract **OR** an amount of reasonable compensation for costs that we incur due to having to cancel the contract].

# Limitation of liability

## We are responsible for loss or damage you suffer that is consequence of our negligence or our breach of the Terms, but we are not responsible for any loss or damage that is not a consequence of our negligence or our breach of the Terms. Any damage caused to your property in the course of installation or performance of Goods will be repaired by us. However, any pre-existing faults or damage to your property will not be repaired.

# Circumstances beyond our control

## If there is failure to perform, or delay in performance of any of our obligations under these Terms due to Circumstances Beyond Our Control, we will not be liable for such failure.

## Circumstances Beyond Our Control include any act or event beyond our reasonable control, including without limitation lock-outs, strikes, or other industrial action by third parties, riots, civil commotion, terrorist attack or threat of terrorist attack, invasion, war (whether declared or not) or threat or preparation for war, explosion, fire, flood, storm, subsidence, epidemic, earthquake, or other natural disaster, or failure of private or public telecommunications networks.

## If any Circumstances Beyond Our Control affects the performance of our obligations under these Terms:

## you will be notified as soon as reasonably possible; and

## the time for performance of our obligations will be extended and our obligations under these Terms will be suspended for the duration of the Circumstances Beyond Our Control. If the delivery date is affected by the Circumstances Beyond Our Control, we will reschedule the delivery date with you after the Circumstances Beyond Our Control are over.

## If Circumstances Beyond Our Control occur and you do not wish us to provide the Goods, you may cancel the contract. We may cancel the contract if the Circumstances Beyond Our Control continues for more than [number] weeks.

# Notice

## Any notice to us should be in writing and sent to us by e-mail, by hand, or by pre-paid post to [insert company name] at [insert address and/or e-mail address].

## Any notice to you will be in writing by e-mail, by hand, or by pre-paid post to the address you provided us with on the Order.

# Miscellaneous

## We may assign our rights and obligations under these Terms to any another person. If there is any such assignment of rights and obligation, we will inform you in writing or by email.

## You cannot transfer your rights and obligations under these Terms to any another person without our written approval.

## This contract is only between you and us. No other third person shall have any rights to enforce any terms. [However, you can transfer the benefit of the maunufacturer guarantee to the purchaser of your Goods. However, such purchaser need not consent to cancel or make any changes to these Terms].

## [Delete the words in square brackets if not applicable]

## Each paragraph of these Terms is separate and distinct from each other. If any court or relevant authority determines any of paragraphs of these Terms is unlawful, then such determination will not affect other paragraphs and all other remaining paragraphs will remain in effect and full force.

## Our failure to insist that you perform any of your obligations under these Terms, or to enforce our rights against you, or delay in doing so, does not mean that our rights against you have been waived and does not mean that you need not comply with those obligations. Any waiver by us of your default will be only in writing, and it does not mean that we will waive any of your future defaults.

## Irish law governs these Terms and contract between you and us. Irish courts will have jurisdiction on any dispute that may arise out of this Terms or contract between you and us.

# Contact us

## For any questions or queries you can contact us at [insert number] or e-mail us at [insert e-mail address].

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

**Information about your statutory right to cancel**

**Your right to cancel**

Under the European Union (Consumer Information, Cancellation and Other Rights) Regulations 2013, you have the right to cancel this contract within 14 days without giving any reason.

The cancellation period will expire 14 days after the contract was made. That means you can cancel before you have downloaded the Goods or we have delivered it to you.

**How to cancel**

To meet the cancellation deadline, it is enough for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement, sent to us by post or e-mail.

You may use the attached model cancellation form, but you can use your own words as long as your intention is clear.

[You can also make this form available electronically on your website. If you use this option, you should acknowledge cancellation by email without delay.]

## Model cancellation form

[Attach this form to your contract or show it as a web form. Complete it as far as possible. *Edit the last line as to whether it is to be completed as a web form or on paper.]*

To [here enter the trader’s name, geographical address and, where available, fax number and e-mail address are to be inserted by the trader]:

I/We hereby give notice that I/we cancel my/our contract of sale of the following products [enter details of goods and any reference].

Ordered on [date]/received on [date],

Name: [enter name or names in which the order was made],

Address: [enter your address],

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

**Date:** [date]