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BACKGROUND:

Please read these Terms of Sale before placing an order with Us. These Terms of Sale, together with any documents referred to herein (unless otherwise stated), set out the terms and conditions by which Us to consumers through Our Site.

These Terms of Sale explain how you will be provided to you, how you can accept, reject, cancel, or otherwise end the Contract, what to do in the event of a dispute.

These Terms of Sale were last updated on <<insert change date>>. [The following changes were made: <<insert changes>>]

You will be required to read and accept these Terms of Sale when ordering Goods and Bespoke Goods. If you do not accept these Terms of Sale, you will not be able to purchase Goods or Bespoke Goods through Our Site. These Terms of Sale, together with any documents referred to herein, are in the English language only.

The following documents may apply to your use of Our Site:

- Our Terms of Use, together with any documents referred to herein. These terms are also referred to below in Part 2.
- Our Privacy Policy, together with any documents referred to herein, in Part 22.
- [Our Cookie Policy, together with any documents referred to herein, in Part 22.]
- Our Acceptable Use Policy, together with any documents referred to below in Part 22.

1. Definitions and Interpretation

1.1 In these Terms of Sale, the following expressions have the following meanings:

“Bespoke Goods”

“Contract”

[“Contact Tools”

“Goods”

“Order”

“Order Confirmation”

before placing an order with Us. These Terms of Sale, together with any documents referred to herein (unless otherwise stated), set out the terms and conditions by which Us to consumers through Our Site.

These Terms of Sale explain how you will be provided to you, how you can accept, reject, cancel, or otherwise end the Contract, what to do in the event of a dispute.

These Terms of Sale were last updated on <<insert change date>>. [The following changes were made: <<insert changes>>]

You will be required to read and accept these Terms of Sale when ordering Goods and Bespoke Goods. If you do not accept these Terms of Sale, you will not be able to purchase Goods or Bespoke Goods through Our Site. These Terms of Sale, together with any documents referred to herein, are in the English language only.

The following documents may apply to your use of Our Site:

- Our Terms of Use, together with any documents referred to herein. These terms are also referred to below in Parts 3 and 4.
- Our Privacy Policy, together with any documents referred to herein, in Part 22.
- [Our Cookie Policy, together with any documents referred to herein, in Part 22.]
- Our Acceptable Use Policy, together with any documents referred to below in Part 22.

otherwise requires, the following definitions apply:

[“Made to Order Goods” AND/OR **[customised]** to be purchased through Our Site;

“Goods” means the purchase and sale of Goods and Bespoke Goods, as explained in Part 10;

[“Contact Tools” means any communications facility that We provide on Our Site enabling you to contact Us, including, but not limited to, contact forms and live chat;

“Goods” means Goods that are not Bespoke Goods sold by Us;

“Order” means an order for Goods and/or Bespoke Goods;

“Order Confirmation” means the receipt and confirmation of your order.

“Order Number” means the Order Number for your Order; and

“We/Us/Our” means Us/Us/Our (as the context requires).

1.2 Unless the context otherwise requires, any reference in these Terms of Sale to:

1.2.1 “writing”, and any communication effected by any means, including facsimile transmission or similar means;

1.2.2 a statute or a provision of law, shall be construed by reference to that statute or provision as amended or re-enacted from time to time;

1.2.3 a Part or paragraph of these Terms of Sale, shall be construed by reference to that Part, section, part, or clause of these Terms of Sale.

2. Information About Us

2.1 Our Site is operated by <<insert name>>, a limited company registered in England and Wales with company number <<insert company number>>. Our registered address is <<insert registered address>> and Our main trading address is <<insert main trading address>>. [OR [Our address is <<insert address>>].]

2.2 [Our VAT number is <<insert VAT number>>.]

2.3 [We are regulated by <<insert regulator name>> (the “Regulator”).]

2.4 [We are a member of <<insert association name>> (the “Association”).]

2.5 [We are an investment company.]

2.6 [Please note that Our company is a limited liability company.]

2.7 [<<insert further information>>.]

3. How to Contact Us

3.1 To contact Us with general enquiries, please email Us at <<insert email address>>, or by telephone, please call Us on <<insert telephone number>>. By post, please write to Us at <<insert address>>.

3.2 To contact Us about the Goods or your Order by email, please email Us at <<insert email address>>, or by telephone, please call Us on <<insert telephone number>>, or by post, please write to Us at <<insert address>>.

3.3 To contact Us about cancelling an Order, please email Us at <<insert email address>>, or by telephone, please call Us on <<insert telephone number>>, or by post, please write to Us at <<insert address>>.

3.4 [We provide the following Contact Tools to help you contact Us:

- <<insert Contact Tool 1>> (e.g. live chat etc.)

3.5 Use of Our Contact Tools is subject to Our Terms of Use, available at <<insert link>> [and Our Privacy Policy, available at <<insert link>>].]

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4. **Access to Our Site and Use**

4.1 Access to Our Site

4.2 It is your responsibility to make any arrangements necessary in order to access Our Site.

4.3 Use of Our Site is subject to our Terms of Use, available at <<insert link>>. Please ensure you read them carefully, that you understand them, and that you agree to them.

arrangements necessary in order to access Our Site. Use of Our Site is subject to our Terms of Use, available at <<insert link>>. Please ensure you read them carefully, that you understand them, and that you agree to them.

5. **Changes to these Terms**

5.1 We may alter these Terms of Sale from time to time, for example, to reflect changes in relevant legal requirements. If We do so, details will be highlighted at the top of Our Site. If you place an Order, We will inform you. If you wish to contact Us to end the Contract for this reason, we will refund any Bespoke Goods paid for.

We may alter these Terms of Sale from time to time, for example, to reflect changes in relevant legal requirements. If We do so, details will be highlighted at the top of Our Site. If you place an Order, We will inform you. If you wish to contact Us to end the Contract for this reason, we will refund any Bespoke Goods paid for.

5.2 If any part of the current Terms of Sale conflicts with any previous version(s), the current Terms of Sale shall prevail unless We explicitly state otherwise.

If any part of the current Terms of Sale conflicts with any previous version(s), the current Terms of Sale shall prevail unless We explicitly state otherwise.

6. **Business Customers**

These Terms of Sale do not apply to the purchase of Goods in the course of business. Business customers should consult our Business Terms of Sale at <<insert link>>.

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7. **[International Customers]**

Please note that We only deliver to the United Kingdom.

Please note that We only deliver to the United Kingdom.

8. **Goods, Descriptions, and Images**

8.1 We make all reasonable efforts to ensure that all descriptions and images of Goods and Bespoke Goods on Our Site match the actual Goods and Bespoke Goods.

We make all reasonable efforts to ensure that all descriptions and images of Goods and Bespoke Goods on Our Site match the actual Goods and Bespoke Goods.

a) Images of Goods are for illustrative purposes only. There may be a difference between the image of a product and the actual product due to differences in computer or device display resolutions and, in the case of Bespoke Goods, variations in specific requirements;

Images of Goods are for illustrative purposes only. There may be a difference between the image of a product and the actual product due to differences in computer or device display resolutions and, in the case of Bespoke Goods, variations in specific requirements;

b) Images or descriptions of Bespoke Goods are for illustrative purposes only. There may be a difference between the image or description of a Bespoke Good and the actual Bespoke Good. **OR** [; and]

Images or descriptions of Bespoke Goods are for illustrative purposes only. There may be a difference between the image or description of a Bespoke Good and the actual Bespoke Good. **OR** [; and]

c) [Due to the nature of Bespoke Goods and/or Bespoke Goods, there may be a variation of <<insert percentage, e.g. 2%>> in <<insert capacity etc.>> between the actual Goods and/or Bespoke Goods and the description.]

[Due to the nature of Bespoke Goods and/or Bespoke Goods, there may be a variation of <<insert percentage, e.g. 2%>> in <<insert capacity etc.>> between the actual Goods and/or Bespoke Goods and the description.]

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e to certain Goods and/or Bespoke Goods from
between you placing your Order and the Goods
dispatched.

, for example, to reflect changes in relevant laws
or to address particular technical or security

ge the main characteristics of the Goods and/or
effect your use of them.

planation of what changes may be made and

ons of [the] **OR** [certain] Goods and/or Bespoke
anges may also be made to [the] **OR** [certain]
s from time to time. If We make such changes,
may contact Us to end the Contract before the
d the Contract for this reason, you will receive a
Bespoke Goods paid for but not received.

planation of what changes may be made and

rts to ensure that prices shown on Our Site are
ces from time to time. [All pricing information is
<<insert interval>>.] Changes in price will not
ave already placed. Please note, however, that
ned below in Part 9.2.

e VAT. If the VAT rate changes between your
aking payment, the amount of VAT payable will be
aking payment.

re We accept your Order. If We have shown
We will inform you of the mistake in writing.

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han that shown when you make your Order, We
urchase the Goods and/or Bespoke Goods at the
ur Order (or the affected part of it). We will not
r Order in this case until you respond. If you do
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nd process an Order where an obvious and
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10. **Orders and**

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Bespoke Goods, please ensure that all information
rect, accurate, and complete. We cannot accept
oods if that return is due to incorrect information
that this does not affect your legal rights.

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Our Site, either in the product descriptions or
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contractual offer. Our acceptance of that offer is
an Order Confirmation by email.

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10.6 Order
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c)
for the Goods and/or Bespoke Goods ordered
ropriate, taxes, delivery, and other additional

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10.7 [We will provide you with a copy of your Order Confirmation with your Goods and/or Bespoke Goods.]

10.8 Please remember if you contact Us about your Order for any reason, do this, but it may help Us to locate your Order and help you find it more easily.

10.9 In the event that we cannot accept your Order, We will inform you in writing. No payment will be taken under normal circumstances. If you have made any payment, any such sums will be refunded.

We may reject your Order because the Goods and/or Bespoke Goods are of an unexpected quality, due to unexpected limits on Our resources that We could not have anticipated, for, because We have identified a mistake in the description of the Goods and/or Bespoke Goods, or because We are unable to meet the deadline that you have set.

[<<insert text here>> or rejecting an order if required>>.]

11. Payment

11.1 Payment for Bespoke Goods and related delivery charges must always be made in full. You will be prompted to provide payment details during the ordering process.

11.2 We will not dispatch the Goods until we have received payment in full by the payment method until We dispatch the Goods and/or Bespoke Goods.

11.3 We accept the following methods of payment:
<<insert list of payment methods here>>.

11.4 [We will charge you interest if you pay late. If a payment to Us is not made by the due date, we will charge you interest on the overdue sum at the rate of <<insert interest rate here>> per annum above the base lending rate of <<insert base rate here>> from time to time. Interest shall accrue on a daily basis from the actual date of payment, whether before or after the due date. We will charge you any interest due together with the overdue sum.]

11.5 If you have been charged you an incorrect amount, please contact Us as soon as possible. We will not be charged interest under Part 18 of the Consumer Credit Act 1974 if you have acted in good faith under this Part 11.5.]

12. When You Own Bespoke Goods

Ownership of Bespoke Goods passes to you once We have received payment in full for the Goods.

13. Delivery

13.1 All Goods purchased through Our Site will normally be delivered to you within 10 working days after the date of Our Order Confirmation unless otherwise specified during the ordering process.

13.2 We will not be liable for delays that are outside of our reasonable control. If, for such a reason, We will inform you as soon as possible and will do our best to minimise the impact of the delay.

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13.3 If the Goods are delayed due to a special delay to delivery, you may contact Us to end the Contract. We will refund any sums paid for Goods and/or Bespoke Goods that have not been delivered.

13.4 [If you have agreed to collect the Goods and/or Bespoke Goods from Us instead of having them delivered to you, they can be collected during Our business hours of <<insert days>>.]

13.5 If you are unable to collect the Goods and/or Bespoke Goods (on your behalf) are not available at your address to take delivery of the Goods and/or Bespoke Goods and they cannot be posted through the post, we will leave a note informing you of how to arrange for re-delivery of the Goods and/or Bespoke Goods.

13.6 If you are unable to collect the Goods and/or Bespoke Goods re-delivered to you, we will contact you to ask for further instructions.

We may charge you for the postage and for further delivery costs. If, despite Our efforts, we cannot contact you or cannot arrange for re-delivery or collection of the Goods and/or Bespoke Goods, we may end the Contract. If this happens, in the case of Goods, we will refund the sums paid with a refund. In the case of Bespoke Goods, we will refund the sums paid (and what kind) may be given>>. We may deduct a charge from the refund for any net costs incurred by Us as a result.

13.7 In the event that we do not deliver the Goods and/or Bespoke Goods within the specified time period of the Order Confirmation or as otherwise agreed, you may exercise certain legal rights. If any of the following apply, the Contract will be at an end immediately:

- a) we do not deliver the Goods and/or Bespoke Goods;
- b) the specified time period, in the circumstances, delivery within the specified or agreed time period was essential; or
- c) the specified time period for collecting the Goods and/or Bespoke Goods that was specified or agreed time period was essential.

13.8 If you are unable to collect the Goods and/or Bespoke Goods under Part 13.7, or if none of the specified circumstances apply, you may specify a new (reasonable) delivery date. If We do not deliver the Goods and/or Bespoke Goods by the new date, you may then treat the Contract as being at an end.

13.9 You may cancel your Order under Parts 13.7 or 13.8 provided that the Goods and/or Bespoke Goods in your Order would not be delivered to you.

Any sums already paid for cancelled Goods and/or Bespoke Goods will be refunded to you.

If any Goods and/or Bespoke Goods are delivered to you, you must return them to Us for their collection. We will cover the costs of postage and delivery. You must contact Us using the details provided above in Part 13.4 to arrange collection.

13.10 Responsibility for the Goods and/or Bespoke Goods passes to you once We have delivered the Goods and/or Bespoke Goods to the address you have provided (or the carrier organised by you, if applicable) collect the Goods and/or Bespoke Goods from Us.

13.11 As evidence of our liability, we will not be responsible for delivering Goods and/or Bespoke Goods if this is due to you not providing Us with required information within a reasonable period.

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14. **Faulty, Damaged Goods and/or Bespoke Goods**

14.1 This Part 14 sets out the primary of your legal rights as a consumer. These rights are subject to certain exceptions. For full details please refer to the [Citizens Advice](#) website. You can contact them on 0808 223 1133. Nothing in these Terms and Conditions overrides your legal rights.

14.2 The Consumer Rights Act 2015 requires that goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of a product, the requirements are as follows:

a) If you receive the Goods and/or Bespoke Goods (or any part of them), you have a 30 calendar day right to reject them and receive a full refund if they do not conform as stated.

b) If you reject the Goods and/or Bespoke Goods, or if the rejection period has expired, you may request a repair. We will cover any associated costs and will carry out the repair or replacement within a reasonable time and without undue inconvenience to you. In certain circumstances, where a repair is impossible or otherwise disproportionate, We may offer you the alternative (i.e. a replacement instead of a repair) or a full refund. If you request a repair or replacement within the 30 calendar day rejection period, that period will be extended to 3 months. If We carry out the repair or replacement and will not be able to get you the replacement or repaired Goods within the rejection period, then if less than 7 calendar days remain out of the rejection period, the time remaining will be extended to 7 months.

c) If you request a replacement, the Goods and/or Bespoke Goods still must conform as described. If We cannot repair or replace them, as described above, or if We cannot act within a reasonable time or without undue inconvenience to you, you may ask Us to attempt the repair again (you do not have to give Us multiple opportunities if you do not want to), or you have the right to reject the Goods and/or Bespoke Goods at a reduced price, or request a full refund.

d) You have a final right to reject more than six months after you receive the Goods and/or Bespoke Goods (and ownership of the Goods and/or Bespoke Goods) if the refund to reflect the use that you have had of the Goods and/or Bespoke Goods.

e) If you reject the Goods and/or Bespoke Goods more than six years after you have received the Goods and/or Bespoke Goods (and ownership of them), if the Goods and/or Bespoke Goods do not conform as described for a reasonable length of time, you may be entitled to a full refund. You should be aware that after six months have passed since you received the Goods and/or Bespoke Goods, you must prove that the Goods and/or Bespoke Goods did not conform as described at the time of delivery.

14.3 Please note that you are not eligible to claim under this Part 14 if:

a) The problem(s) with the Goods and/or Bespoke Goods was/were not discovered when you purchased them or you had the opportunity to inspect them before purchase and the problem(s) should have been discovered.

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b) problem(s) yourself, for example, through misuse or gross damage; or

c) of the Goods and/or Bespoke Goods for an issue that is neither obvious nor made known to Us and which has not resulted from your use of the Goods and/or Bespoke Goods for that purpose; or

d) the question is/are Bespoke Goods and the problem(s) is/are the result of provision of incorrect information, rather than the Goods not being as described, fit for purpose, or of any other reasons that would otherwise entitle you to claim

e) the result of normal wear and tear; or

f) to your mind (please refer to Part 16).

14.4 If the Goods and/or Bespoke Goods, please contact Us using the details above in Part 3.

14.5 If you wish to reject the Goods and/or Bespoke Goods, you must

14.6 To reject Bespoke Goods to Us for any reason under this Part 14, please arrange for their collection, or return them in person at the costs of postage or collection. Please contact Us using the details above in Part 3 for a return label or to arrange collection.

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15. **Your Rights**

Contract

15.1 If the Goods are faulty or misdescribed, you may have a legal right to have the Goods and/or Bespoke Goods repaired, replaced or to have a full or partial refund. Please refer to Part 14, above.

15.2 If you have changed your mind, you may have a legal right to cancel the Contract within which you can end the Contract for any reason. Please refer to Part 16, below, for more information.

15.3 If you wish to cancel the Contract because of something We have done or are going to do, please refer to Part 17, below, for more information.

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16. **Cancelling**

Contract if You Change Your Mind

16.1 If you wish to cancel the Contract under the Consumer Contracts Regulations 2013 give you a right to cancel the Contract if you change your mind and end the Contract for any reason, please refer to Part 16.4 (including, but not limited to, the 14 calendar day "cooling-off period" begins once we send you the Order Confirmation, i.e. when the Order Confirmation is set out below. You may also cancel for any reason after you receive the Order Confirmation.

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a) Bespoke Goods) are being delivered to you in a cooling-off period ends 14 calendar days after you (or someone you nominate) receive(s) the

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b) Bespoke Goods) are being delivered in separate days, the cooling-off period ends 14 calendar days after the day on which you (or someone you nominate) receive(s) the Goods.

16.2 If you wish to cancel the Contract for this reason, you must inform Us within the cooling-off period. You may inform Us in any way you wish (including by email, post, text message, telephone or in person). You must state that you want to cancel and end the Contract, and provide Us with the name, address, details of your Order and, where possible, the email address and telephone number. For your convenience, we will provide you with a contact form at <<insert link>>. Our contact details are provided in Part 13.7.

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16.3 Your cancellation notice will be effective from the date on which you send it. You must send your cancellation notice or contact Us directly by 23:59:59 on the last day of the cooling-off period, your cancellation will be valid and you will not be liable for any costs.

16.4 Please note that your right to cancel may not apply in the following circumstances:

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- a) the Goods are required for health or hygiene reasons and you have already received them;
- b) the Goods are sealed audio or video recordings or sealed physical media and you have unsealed them;
- c) the Goods are perishable, that is, they are likely to deteriorate quickly, for example, flowers or fresh food;
- d) the Goods (including Bespoke Goods) have been personalised or customised;
- e) the Goods have been inseparably mixed with other items (according to the law) and you have received them.

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17. **Cancelling the Contract Because of Something We Have Done or We Have Failed to Do**

17.1 You may cancel and end the Contract because of something we have done or failed to do if we have informed you that We are going to do. This right to cancel will not apply in the following circumstances:

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- a) we have informed you about an upcoming change to these Terms of Sale that you do not agree to (see Part 5.1);
- b) we have informed you about an upcoming change to the Goods and/or Bespoke Goods that you do not agree to (see Part 8.4);
- c) we have informed you about an error in the price or description of the Goods and you do not wish to proceed;
- d) the delivery of the Goods and/or Bespoke Goods will be delayed or not delivered due to events outside of Our control (see Part 13.7);
- e) you are entitled to end the Contract because We have done something wrong, including where We have not delivered the Goods and/or Bespoke Goods on time and the circumstances in Part 13.7 or 13.8 apply.

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17.2 If you cancel your Order under Part 17, the Goods and/or Bespoke Goods which have not yet been provided. You may also return the Goods and/or Bespoke Goods to Us.

17.3 If you cancel your Order for this reason, you may inform Us in any way (including by email, post, or telephone). Please state that you want to cancel your Order, providing your name, address, details of your Order, and your email address and telephone number. For your convenience, we will offer a cancellation form at <<insert link>>. Our contact details are set out above in Part 3.

18. **Returning Goods and/or Bespoke Goods After Cancelling and Ending the Contract**

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18.1 Subject to the provisions of this Part, you may cancel your Order under Part 13.9, if you do so for any reason after Goods and/or Bespoke Goods have been provided to you, you must return the Goods and/or Bespoke Goods to Us or arrange for their collection. Please contact Us using the details set out above in Part 3 for a return label or to arrange for collection.

18.2 If you cancel your Order under Part 13.9, you may have the right to change your mind under the cooling-off period. You must return the Goods to Us no more than 14 days after the date on which you informed Us that you wish to cancel.

18.3 [If you cancel your Order under Part 13.9, and/or Bespoke Goods to Us in person instead of post, and the Goods and/or Bespoke Goods are collected, they can be returned during Our business hours on <<insert days>>.]

18.4 We will accept the return of the Goods and/or Bespoke Goods to Us in the following circumstances:

- a) the Goods and/or Bespoke Goods are faulty or misdescribed;
- b) you are cancelling and ending the Contract because of upcoming events of Sale that you do not agree to;
- c) you are cancelling and ending the Contract because of upcoming events of Sale and/or Bespoke Goods that you do not agree to;
- d) you are cancelling and ending the Contract because We have made a mistake in our description;
- e) you are cancelling and ending the Contract because there is a risk that the Goods and/or Bespoke Goods will be substantially damaged or destroyed outside of Our Control;
- f) you are cancelling and ending the Contract because you have a legal claim against Us if We have done something wrong (including if we have not delivered the Goods and/or the Bespoke Goods on time in circumstances in Part 13.7 or 13.8 apply); OR
- g) you are cancelling and ending the Contract because of our right to change your mind under the cooling-off period.

18.5 In all circumstances, including where you are exercising your right to change your mind under the cooling-off period, you must cover the costs of returning the Goods and/or Bespoke Goods to Us.

18.6 If you are cancelling and ending the Contract because of our right to change your mind under the cooling-off period, we will cover the costs of returning the Goods and/or Bespoke Goods to Us.

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Goods and/or Bespoke Goods. If you are returning them, the cost charged to you will only be the cost of the Goods and/or Bespoke Goods.

19. Refunds

19.1 All refunds will be made using the same method used by you when you paid for the Goods or Bespoke Goods [(unless you request an alternative method). We will refund the price paid for the Goods and/or Bespoke Goods, including delivery, subject to the following limitations and conditions:

a) We reserve our right to change your mind under the cooling-off period. We will reduce your refund to reflect any reduction in the price of the Goods that reduction has been caused by your handling of the Goods in a way that would not be permitted in a shop. If We have not inspected the Goods and subsequently you have handled them in this way, We may charge you the cost of the Goods.

b) Delivery charges (i.e. the cheapest option available for your order) will be refunded, but we do not reimburse premium delivery charges. For example, Our cheapest delivery option is <<insert example, e.g. 24 hours next day delivery>>, but you select <<insert example, e.g. 24 hours next day delivery>>, your refund for delivery charges will only be for the cost of the cheaper option.

19.2 All refunds will be made as soon as possible. If you are exercising your right to cancel under the cooling-off period, We will issue your refund by the following methods:

- a) We will refund you by the method you provided to receive the returned Goods;
- b) We will refund you by the method you provide if you inform Us (supplying evidence) that you have received the Goods (if this is earlier);
- c) We will refund you by the method you provide if you return the Goods, the day on which you inform Us that you wish to end the Contract; or
- d) We will refund you by the method you provide if you have not provided an Order Confirmation or have not yet received the Goods, the day on which you inform Us that you wish to end the Contract.

20. Our Liability

20.1 We will not be liable for any foreseeable loss or damage that you may suffer as a result of these Terms of Sale (or the Contract) or as a result of any loss or damage is foreseeable if it is an obvious consequence of your negligence or if it is contemplated by you and Us when we enter into the Contract. We will not be responsible for any loss or damage that is not foreseeable.

20.2 We do not warrant that the Goods and/or Bespoke Goods are fit for commercial or industrial use of any kind (including resale). We will not be liable for any loss of profit, loss of business, interruption to business or loss of business opportunity.

20.3 Nothing in these Terms of Sale seeks to limit or exclude Our liability for death or personal injury caused by Our negligence (including that of Our employees,

- agen for fraud or fraudulent misrepresentation.
- 20.4 Nothing in this Agreement seeks to exclude or limit your legal rights as a consumer, in so far as permitted to, those explained above in Part 14.
21. **Complaints**
- 21.1 We are committed to feedback from Our customers and, whilst We always use reasonable endeavours to ensure that your experience as a customer of Ours is a positive one, We would like to hear from you if you have any cause for complaint.
- 21.2 All complaints will be dealt with in accordance with Our complaints handling policy available from <<insert link>>.
- 21.3 If you have any complaint about any aspect of your dealings with Us, please contact Us using the details provided above in Part 3 or using Our contact details available from <<insert link>>, following the instructions included in the relevant document.
22. **How We Use Your Personal Information**
- We will only use your personal information as set out in Our Privacy Policy, available from <<insert link>> and Our Terms of Sale, available from <<insert link>>].
23. **What Happens if We Transfer our Business to Another Party**
- We may transfer our business and obligations and rights under these Terms of Sale (and the Contract) to another party, which may happen, for example, if We sell Our business). If this Occurs, We will ensure that your rights under these Terms of Sale (and the Contract) will not be affected and Our obligations under these Terms of Sale (and the Contract) will be transferred to the third party who will remain bound by these Terms of Sale.
24. **Other Important Provisions**
- 24.1 You may not assign or transfer (or attempt to assign or transfer) your obligations and rights under these Terms of Sale (and the Contract, as applicable) without Our express written permission. We reserve the right to refuse the assignment if <<insert reasons>>.
- 24.2 The Terms of Sale are made between you and Us. It is not intended to benefit any other person or party and no such person or party will be entitled to enforce or rely on the Terms of Sale.
- 24.3 If any provision of these Terms of Sale are found to be unlawful, invalid or unenforceable by any court or other authority, that / those provisions shall be severed from the remainder of these Terms of Sale. The remaining provisions of these Terms of Sale shall be valid and enforceable.
- 24.4 No failure to exercise or delay in exercising any of Our rights under these Terms of Sale shall constitute a waiver of that right, and no waiver by Us of a breach of any provision of these Terms of Sale means that We will waive any other breach of the same or any other provision.

25. **[Alternative**

25.1 Altern or 'ADR' refers to ways of resolving disputes between buyer and seller without going to court.

25.2 Our [insert name of ADR provider>>. If you are unhappy with the outcome of your complaint, you may wish to contact <<insert name of ADR provider>>.

25.3 Com to <<insert name of ADR provider>> via their website.

25.4 [<<insert name of ADR provider>> will not charge you for making a complaint, and we will cover the costs of any proceedings if you are not satisfied with the outcome.

26. **Law and Jurisdiction**

26.1 These Terms of Sale govern the relationship between you and Us (whether contractual or otherwise) and shall be governed by, and construed in accordance with, the law of England and Wales.

26.2 If you are a consumer, you will benefit from any mandatory provisions of the law in force in your country of residence. Nothing in Part 26.1 takes away from or reduces your rights as a consumer.

26.3 If you are not a consumer, any dispute, controversy, proceedings, or claim arising out of or in connection with these Terms of Sale or to the relationship between you and Us (whether contractual or otherwise) shall be subject to the jurisdiction of the courts of England, Wales, Scotland, or Northern Ireland, as determined by applicable law.

26.4 If you are not a consumer, any dispute, controversy, proceedings, or claim arising out of or in connection with these Terms of Sale or to the relationship between you and Us (whether contractual or otherwise) shall be subject to the jurisdiction of the courts of England and Wales.

27. **Attribution**

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