

## BACKGROUND:

Please read these Terms of Sale, together with the 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 the Goods and Bespoke Goods will be provided to you, how you can place, cancel, or otherwise end the Contract, what to do in the event of a dispute, and other important information.

These Terms of Sale were last updated on <insert 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 use Our Site. These Terms of Sale, together with the documents referred to herein, constitute the entire agreement between you and Us.

The following documents are referred to herein:

- Our Terms of Use, which are incorporated by reference into these terms. These terms are also referred to herein as the "Terms of Use".
- Our Privacy Policy, which is incorporated by reference into these terms. This policy is also referred to herein as the "Privacy Policy".
- [Our Cookie Policy, which is incorporated by reference into these terms. This policy is also referred to herein as the "Cookie Policy".]
- Our Acceptable Use Policy, which is incorporated by reference into these terms. This policy is also referred to herein as the "Acceptable Use Policy".

## 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. The documents referred to herein (unless otherwise stated) are the Terms of Sale and Bespoke Goods are sold through Our Site at <insert website address> ("Our Site").

Our Goods and Bespoke Goods will be provided to you, how you can place, cancel, or otherwise end the Contract, what to do in the event of a dispute, and other important information.

These Terms of Sale were last updated on <insert 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 use Our Site. These Terms of Sale, together with the documents referred to herein, constitute the entire agreement between you and Us.

The following documents are referred to herein:

Our Terms of Use, which are incorporated by reference into these terms. These terms are also referred to herein as the "Terms of Use".

Our Privacy Policy, which is incorporated by reference into these terms. This policy is also referred to herein as the "Privacy Policy".

[Our Cookie Policy, which is incorporated by reference into these terms. This policy is also referred to herein as the "Cookie Policy".]

Our Acceptable Use Policy, which is incorporated by reference into these terms. This policy is also referred to herein as the "Acceptable Use Policy".

otherwise requires, the following definitions shall apply:

**[made] AND/OR [customised]** to the purchase and sale of Goods and Bespoke Goods, as explained in Part 10;

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

communications facility that We provide on Our Site enabling you to contact Us directly, contact forms and live chat.

Goods that are not Bespoke Goods sold by Us.

Goods and/or Bespoke Goods;

the receipt and confirmation of your order.

**“Order Number”** means the Order Number assigned to your Order; and

**“We/Us/Our”** means the Company or the Seller, as the context requires, and its successors and assigns.

1.2 Unless the context otherwise requires, the terms defined in these Terms of Sale shall apply to the Order.

1.2.1 “writing”, and any communication effected by any means, including facsimile transmission or electronic transmission, shall be deemed to be in writing.

1.2.2 a statute or a provision of law shall be deemed to be amended or repealed as amended or repealed at the relevant time;

1.2.3 a Part or paragraph of these Terms of Sale shall be deemed to be amended or repealed as amended or repealed at the relevant time.

## 2. Information About Us

2.1 Our Site is operated by <<insert company 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>>. [Our address is <<insert address>>]. OR [Our address is <<insert address>>].]

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

2.3 [We are regulated by <<insert regulator>>].

2.4 [We are a member of <<insert association>> (s) etc.>>].

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 call Us on <<insert telephone number>>, or write to Us at <<insert address>>.

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

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

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

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

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

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

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.

5. **Changes to these Terms**

5.1 We may alter these Terms from time to time, for example, to reflect changes in relevant requirements. If We do so, details will be highlighted at the top of Our Site. If the changes are likely to affect your Order, We will inform you by email. If you do not wish to accept the changes, you may contact Us to end the Contract for this refund. We will not provide a refund for any Goods and/or Bespoke Goods paid for.

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

6. **Business Customers**

These Terms of Sale do not apply to the purchasing of Goods in the course of business. If you are a business customer, please consult our Business Terms of Sale at <<insert link>>.

7. **[International Customers]**

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.

a) Images of Goods are for illustrative purposes only. There may be a variation in colour 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 Goods are for illustrative purposes only and the actual Goods may differ.

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

8.2 Please note that Pa

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terms of Use, available at <<insert link>>. Please ensure you read them carefully, that you understand

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

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are for illustrative purposes only and the actual Goods may differ.

ds and/or Bespoke Goods, there may be a variation in capacity, e.g. 2%>> in <<insert capacity etc.>> between the actual Goods and/or Bespoke Goods and the description.]

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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

arts 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  
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We will inform you of the mistake in writing.

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urchase the Goods and/or Bespoke Goods at the  
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information on delivery charges, please refer to  
ons and related charges will be presented to you

## 10. Orders and Delivery

10.1 Our Site provides an opportunity to review and amend it. Please ensure that you review the information carefully before submitting it.

10.2 If you place an Order from Us, We will [make] **AND/OR** [customise] the Goods and requirements, as detailed in the descriptions of the Goods on Our Site. When you place an Order for Goods, please provide details of the information required from you.

10.3 When you place an Order for Bespoke Goods, please ensure that all information provided is correct, accurate, and complete. We cannot accept a return of Goods if that return is due to incorrect information provided by you. We warrant that this does not affect your legal rights.

10.4 If you provide incorrect or incomplete information during the order process, please correct it as soon as possible. Where any information is required to complete an Order on Our Site, either in the product descriptions or in the checkout process, it is applicable.

If We require you to correct or provide the missing information for Bespoke Goods and/or Bespoke Goods to you.

If you provide incorrect information within a reasonable period of Us, and the information is inaccurate or incomplete, We may either refund you a reasonable sum as compensation for the extra costs incurred.

We warrant that we will supply the affected Goods and/or Bespoke Goods if you provide the affected Goods and/or Bespoke Goods if you provide Us with the required information within a reasonable period of time for it.

10.5 No part of this Agreement shall constitute a contractual offer capable of acceptance.

Your acceptance of a contractual offer. Our acceptance of that offer is indicated by the receipt of an Order Confirmation by email.

Only when you receive an Order Confirmation will there be a legally binding contract between Us and you for the sale of the Goods and/or Bespoke Goods.

10.6 Order Confirmation will contain the following information:

- a) The name of the Goods and/or Bespoke Goods ordered including any characteristics;
- b) The price for the Goods and/or Bespoke Goods ordered including any appropriate, taxes, delivery, and other additional charges;
- c) The date(s) [and time(s)] [.] **OR** [.]
- d) The contact information if required>>.]
- e) The contact information if required>>.]

- 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 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 payment has been taken, any such sums will be refunded.
- We may reject your Order because the Goods and/or Bespoke Goods are outside the expected limits on Our resources that We could reasonably be expected to supply 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 details for rejecting an order if required>>.]
- 11. Payment**
- 11.1 Payment for Bespoke Goods and related delivery charges must always be made by You. You will be prompted to provide payment details during the ordering process.
- 11.2 We will not dispatch the Goods until you have chosen a payment method until We dispatch the Goods.
- 11.3 We accept the following methods of payment:
- <<insert details of payment methods>>.
- 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>> per annum above the base lending rate of <<insert base rate>> 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 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 within 10 working days after the date of Our Order Confirmation unless otherwise specified during the ordering process.
- 13.2 We will not be responsible 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.

- 13.3 If there is a significant delay to delivery, you may contact Us to end the Contract. We will refund any sums paid for Goods and/or Bespoke Goods delivered.
- 13.4 [If you do not collect the Goods and/or Bespoke Goods from Us instead of having them delivered, they can be collected during Our business hours of <<start day>> to <<end day>> on <<start day>> to <<end day>>.]
- 13.5 If you are not available (or your authorised representative (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 collection of the Goods and/or Bespoke Goods.
- 13.6 If you do not 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 postage and for further delivery costs. If, despite Our efforts, we cannot contact you or cannot arrange for re-delivery or collection, we may end the Contract. If this happens, in the case of Goods, we will refund the price paid with a refund. In the case of Bespoke Goods, we will refund the price paid (and what kind) may be given>>. We may deduct a reasonable amount 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 or agreed time period, you may treat the Contract as being at an end immediately:
- a) we do not deliver the Goods and/or Bespoke Goods;
  - b) the specified or agreed time period for delivery within the specified or agreed time period was essential; or
  - c) the specified or agreed time period for delivery within the specified or agreed time period was essential.
- 13.8 If you do not deliver the Goods and/or Bespoke Goods under Part 13.7, or if none of the specified circumstances apply, you may then 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 treat the Contract as being at an end if your Order under Parts 13.7 or 13.8 provided that the specified or agreed time period for delivery of the Goods and/or Bespoke Goods in your Order would not be essential. We will refund the price paid for cancelled Goods and/or Bespoke Goods 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 deliver 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 delivery, 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.

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

14.1 This Part 14 sets out a summary of your legal rights as a consumer. These rights are subject to certain exceptions. For full details please refer to the [Citizens Advice website](#) or contact them on 0808 223 1133. Nothing in these Terms 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 if We carry out the repair or replacement and will not start until you receive the replacement or repaired Goods. If less than 7 calendar days remain out of the rejection period, the time remaining will be extended to 7 calendar days.

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 are unable to 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 right to reject more than six months after you have received the Goods and/or Bespoke Goods (and ownership of the Goods and/or Bespoke Goods must 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 have been used for a reasonable length of time, you may be entitled to a full refund. You must 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 to the requirements of conformity existed at the time of delivery.

14.3 Please note that you are eligible to claim under this Part 14 if:

a) You have identified the problem(s) with the Goods and/or Bespoke Goods within a reasonable time of purchasing them or you had the opportunity to inspect the Goods and/or Bespoke Goods at the time of purchase and the problem(s) should have been apparent.



- b) the problem(s) yourself, for example, through misuse or gross damage; or
- c) the Goods and/or Bespoke Goods for an issue that is neither obvious nor made known to Us and which have resulted from your use of the Goods and/or Bespoke Goods for that purpose; or
- d) the problem(s) if the question is/are Bespoke Goods and the problem(s) are due to the 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 problem(s) as the result of normal wear and tear; or
- f) any other reason of your mind (please refer to Part 16).
- 14.4 If the Goods and/or Bespoke Goods are faulty or misdescribed, 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 contact Us using the details above in Part 3.
- 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 to Us 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.
- 15. Your Rights Under the Consumer Contracts Regulations 2013**
- 15.1 If the Goods are faulty or misdescribed, you may have a legal right to a full or partial refund. Please refer to Part 14, above, for more information.
- 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.
- 16. Cancelling the Contract if You Change Your Mind**
- 16.1 If you wish to change your mind and end the Contract for any reason, the Consumer Contracts Regulations 2013 give you the right to cancel the Contract for any reason, subject to the conditions set out below in Part 16.4 (including, but not limited to, Bespoke Goods). A 14 calendar day "cooling-off period" begins once you receive the Order Confirmation, i.e. when the Goods are sent to you as set out below. You may also cancel for any reason after the Order Confirmation.
- a) If the Goods (or Bespoke Goods) are being delivered to you in a parcel, the cooling-off period ends 14 calendar days after you (or someone you nominate) receive(s) the Goods.

- b) Bespoke Goods) are being delivered in separate instalments over several days, the cooling-off period ends 14 calendar days after the day on which you (or someone you nominate) receive(s) the last of the Goods.
- 16.2 If you wish to cancel 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, or in person). You must state that you want to cancel and end the Contract, and provide the name, address, details of your Order and, where possible, the email address and telephone number. For your convenience, we will provide a contact form at <<insert link>>. Our contact details are provided in Part 13.7.
- 16.3 Your cancellation notice is 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 be entitled to a refund.
- 16.4 Please note that the right to cancel may not apply in the following circumstances:
- a) the Goods are perishable (e.g. food) or are intended 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 liable to deteriorate quickly, for example, flowers or perishable food;
  - d) the Goods (or Bespoke Goods) have been personalised or customised;
  - e) the Goods have been inseparably mixed with other items (according to the description of the Goods) that you have received them.
17. **Cancelling Because of Something We Have Done or Will Do**
- 17.1 You may cancel and end the Contract because of something We have done or will do if We have informed you that We are going to do. This right to cancel is subject to the following circumstances:
- 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 the price of the 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) We have the right to end the Contract because We have done something that is a breach of the Contract including where We have not delivered the Goods on time and the circumstances in Part 13.7 or

- 17.2 If you cancel the Contract for any of the reasons set out in this Part 17, then we will immediately and you will receive a full refund for any Goods which have not yet been provided. You may also be entitled to a refund on any Goods already provided.
- 17.3 If you cancel the Contract for this reason, you may inform Us in any way (including by email, post, or telephone). Please state that you want to cancel the Contract, providing your name, address, details of your Order, and your email address and telephone number. For our convenience, we will offer a cancellation form at <<insert link>>. Our obligations under this Part 17 are set out above in Part 3.
18. **Returning Goods and Ending the Contract**
- 18.1 Subject to the provisions of this Part 18, 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 or delivered 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 exercise your 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 exercise your right to return Goods and/or Bespoke Goods to Us in person instead of by post, and the 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 returning the Goods and ending the Contract because of upcoming events or occasions of Sale that you do not agree to;
  - c) you are returning the Goods and ending the Contract because of upcoming events or occasions of Sale and/or Bespoke Goods that you do not agree to;
  - d) you are returning the Goods and ending the Contract because We have made a mistake in our description;
  - e) you are returning the Goods and ending the Contract because there is a risk that the Goods and/or Bespoke Goods will be substantially damaged or lost outside of Our Control;
  - f) you are returning the Goods 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 or in the quantities specified in the terms in Part 13.7 or 13.8 apply)[.]; OR [.]
  - g) you are returning the Goods and ending the Contract because of your 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 exercise your right to change your mind under the cooling-off period, we will not be responsible for the costs of returning the Goods and/or Bespoke Goods to Us.

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## 19. Refunds

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that reduction has been caused by your handling  
y that would not be permitted in a shop. If We  
fore inspecting the Goods and subsequently  
e handled them in this way, We may charge you

b) rges (i.e. the cheapest option available for your  
ed, but we do not reimburse premium delivery  
ple, Our cheapest delivery option is <<insert  
>>, but you select <<insert example, e.g. 24  
>>, your refund for delivery charges will only be  
of the cheaper option.

19.2 All re  
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- a) receive the returned Goods;
- b) u inform Us (supplying evidence) that you have  
f this is earlier);
- c) e Goods, the day on which you inform Us that  
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- d) rovided an Order Confirmation or have not yet  
the day on which you inform Us that you wish to  
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## 20. Our Liability

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these Terms of Sale (or the Contract) or as a  
ss or damage is foreseeable if it is an obvious  
or negligence or if it is contemplated by you and  
ated. We will not be responsible for any loss or  
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20.2 We d  
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domestic and private use by consumers. We make  
that the Goods and/or Bespoke Goods are fit for  
ustrial use of any kind (including resale). We will  
loss of profit, loss of business, interruption to  
siness opportunity.

20.3 Noth  
or pe

le seeks to limit or exclude Our liability for death  
Our negligence (including that of Our employees,

- agen for fraud or fraudulent misrepresentation.
- 20.4 Nothing in this clause seeks to exclude or limit your legal rights as a consumer, limited to, those explained above in Part 14.
21. **Complaints**
- 21.1 We are interested in 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 do want to hear from you if you have any cause for complaint.
- 21.2 All complaints will be handled in accordance with Our complaints handling policy available from <<insert link>>.
- 21.3 If you have a 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 at <<insert link>>, following the instructions included.
22. **How We Use Your Information**
- We will only use your personal information as set out in Our Privacy Policy, available from <<insert link>> and Our Privacy Policy, available from <<insert link>>].
23. **What Happens if We Transfer Our Agreement to Another Party**
- We may transfer our 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 sub-license) 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 purpose of these Terms of Sale is to regulate the relationship 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 these 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 and 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 further breaches of that or any other provision.

25. **[Alternative Dispute Resolution]**

- 25.1 Alternative Dispute Resolution or 'ADR' refers to ways of resolving disputes between you and Us without going to court.
- 25.2 Our ADR provider is <<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 Complaints should be made 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 <<insert name of ADR provider>> will cover the costs of proceedings if you are not satisfied with the outcome.

26. **Law and Jurisdiction**

- 26.1 These Terms of Sale and the relationship between you and Us (whether contractual or otherwise) 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 Consumer Rights Act 2015. Nothing in Part 26.1 takes away from or restricts 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 the 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 exclusive jurisdiction of the courts of England and Wales.

27. **Attribution**

These Terms of Sale were created using a document template from [www.simplydocs.co.uk](https://www.simplydocs.co.uk)