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Cancellation and Returns

Your Information

RMA Number:	
Invoice Number:	Invoice Date:
Name:	
Company:	
Address:	
Post Code:	Return Date:
Reason for Return	

Items being returned

Quantity	Product Reference	Product Description

Your Right to Cancel – Consumer Contracts Regulations and Distance Selling Regulations

Impartial Citizens Advice in the UK

Please note: *A consumer is an individual (a natural person rather than a small business or legally incorporated organisation) who purchases goods or services for purposes outside of that person's business, trade, craft or profession – see Consumer Rights Act 2015*

Under The Consumer Contracts Regulations which replaced the Consumer Protection Distance Selling Regulations 2000 in 2014, a consumer (not an organisation, business or trader etc.) has the right to cancel a contract within fourteen days – starting from the day after you take delivery of the goods (a "cooling off" period). A consumer has the right to cancel for any reason without penalty. Please note that the Consumer Contracts Regulations (CCR's) and Consumer Protection Distance Selling Regulations (DSR's) do not apply to purchases made by organisations, businesses or traders

Declaration that I am an individual and that I did not purchase on behalf of an organisation, trade body, charity, business or company   Signed