**Document user guide**

**Terms of Business for selling goods on-line**

**Why do you need this document?**

In order to clearly set out the terms that apply to the goods that you sell, in particular the steps required to complete the sale. These terms also ensure that you comply with the Distance Selling Regulations which apply to all contracts where the parties do not meet face to face. For instance, Consumers must be given clear information about the goods or services before buying.

**When do you use it?**

For all on-line sales of goods to consumer customers. Make sure there is a link to this document on your website (ideally every page and that customers have to accept the terms **before** they can proceed to check out.

**What are the key terms?**

* How contracts are concluded
* Order process and payment means
* Products covered .Note if you sell electrical goods, made to measure goods, medicines, health products or children’s’ toys you will need special terms. Please consult us.
* Delivery terms. Note goods must be delivered within thirty days unless agreed otherwise
* Limitation of seller’s liability
* “Cooling off” rights i.e. statutory cancellation rights by which consumer customers can withdraw from the contract for any reason. The cooling off period begins as soon as the order has been made.  In the case of goods, it ends seven working days after the day of receipt of the goods.
* English law to apply
* No sales outside England & Wales

**Where can I find out more?**

* [**http://www.berr.gov.uk/whatwedo/consumers/buying-selling/distance-selling/index.html**](http://www.berr.gov.uk/whatwedo/consumers/buying-selling/distance-selling/index.html)
* [**http://www.berr.gov.uk/whatwedo/consumers/fact-sheets/page38102.html**](http://www.berr.gov.uk/whatwedo/consumers/fact-sheets/page38102.html)
* [**http://www.tradingstandards.gov.uk/**](http://www.tradingstandards.gov.uk/)

**BUY now £150+VAT**

**SUBJECT TO OUR TERMS OF BUSINESS**

**If in doubt, do call us on 020 89462355 or e-mail us at** [**info@offtoseemylawyer.com**](mailto:info@offtoseemylawyer.com)