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Business Pack

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[Insert Organisation Name and website address]

Terms and Conditions for Use and Sales

Last updated *[Insert date]*

1. Our website

Your use of this website and any service contained within constitutes acceptance of these Terms & Conditions.

2. Product Pricing and Title

2.1 We make every effort to ensure that the pricing displayed on our website is correct. However, if an error in the pricing of a product is found we reserve the right to either cancel your order or contact you to arrange payment of any extra sum due or refund any over-payment made by you (as applicable). The processing of an order can be cancelled or corrected by us at anytime up to the electronic shipment of that order and any related items.

2.2 We reserve the right to alter all product pricing without notice.

2.3 Title in any products ordered from us does not pass to you, the purchaser until we have received and processed a valid payment, and that payment has been made into our own bank account and your order has been shipped.

3. Your Order

3.1 When you place an order you will automatically receive a confirmation email from us to confirm your order. Your order constitutes an offer made to us to purchase the goods specified in the order.

3.2 Your offer is only accepted by us once we have emailed you to confirm the electronic dispatch of your order.

3.3 Product items not included within the dispatch email are not included in the order and contract between you and us.

3.4 We reserve the right to delay or refuse orders where a transaction contains incomplete details or details that cannot be verified or where fraud is suspected.

3.5 If we are unable to reasonably ascertain these details or resolve these issues a full refund will be made against the card used at the time of purchase. No other form of refund or credit will be offered nor will a refund be made to any third party card or account.

4. Cancellation Rights and Refunds

4.1 No right of cancellation exists under The Consumer Protection (Distance Selling) Regulations 2000 for downloaded goods, electronic or "softcopy" goods to which you, the customer has instant access to or use of.

4.2 Refunds will be given for any goods where they are found by us to be defective.

4.3 Refunds will not be given where we are unable to replicate the issue or the issue stems from the user or their equipment.

4.4 Where any goods are found to be defective we will offer a replacement item or issue a full refund at our discretion. Where a refund is offered and accepted by you it will be made within seven working days of receiving your acceptance of a refund.

**Sample document – the remaining are clause headings only
Full document contains all clauses**

5. Customer Complaints

6. Reasonably Foreseeable Losses

7. Severability

8. Waiver

9. Entire Terms & Conditions

10. Jurisdiction

Our contact details are as follows:

[Insert Organisation name and full address here]

Email: *[insert]*

Telephone

From within the UK: *[insert]*

International: *[insert]*

Fax
From within the UK: *[insert]*
International: *[insert]*

[Insert, if applicable]

Company registration number:
VAT registration number:

(c) <http://www.compactlaw.co.uk>