

Consumer Contracts Regulations:

Your right to cancel: Your right to cancel an order for goods starts the moment you place your order and ends 14 days from the day you receive your goods. If your order consists of multiple goods, the 14 days runs from when you get the last of the batch. This 14 day period is the time you have to decide whether to cancel, you then have a further 14 days to actually send the goods back.

Your right to a refund: You should get a refund within 14 days of either the trader getting the goods back, or you providing evidence of having returned the goods (for example, a proof of postage receipt from the post office), whichever is the sooner. A deduction can be made if the value of the goods has been reduced as a result of you handling the goods more than was necessary. The extent to which a customer can handle the goods is the same as it would be if you were assessing them in a shop.

Refunding the cost of delivery: The trader has to refund the basic delivery cost of getting the goods to you in the first place, so if you opted for enhanced service eg guaranteed next day, it only has to refund the basic cost.

Exemptions: There are some circumstances where the Consumer Contracts Regulations won't give you a right to cancel. These include, CDs, DVDs or software if you've broken the seal on the wrapping, perishable items, tailor-made or personalised items. Also included are goods that have been mixed inseparably with other items after delivery.

Always check the T&Cs: 14 days is the minimum cancellation period that consumers must be given and many sellers choose to exceed this, so always check the terms and conditions in case you have longer to change your mind.