

Social Media, Web Design,  
Marketing, Data Entry, Admin & More  
**Virtual Bird**



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**Terms and Conditions Check-List**

- Display Business Name & Personal Name
- Display full address
- Display the price clearly including any shipping or taxes (IE VAT)
- Display payment options
- Display delivery costs & delivery time
- Display information about the customers right to cancel
- Display information about returns and who pays for return postage - including the date the customer would need to return by.
- Display an address where complaints can be sent to
- Display any guarantees or after purchase services you offer
- Display the steps involved in a customer placing an order
- Ensure you have a system set up for electronic receipt of orders as soon as possible after purchase
- Take reasonable steps to allow a customer to correct an error in their order
- Ensure customers can reproduce and store your terms and conditions (IE print off)
- Ensure all contact details are available to customers on their receipt
- Display links on your website that show your terms adhere to the various regulations
- Ensure if you sell Gift Vouchers that they comply with Financial Services 2004 regulations
- Ensure all sale prices have a clear end date displayed.
- Ensure the personalised exemption of returns is included in your Terms
- 30 days is the statutory date for delivery of goods, if this date is longer than the specified time, this should be displayed before ordering AND on the order confirmation
- Should items need to be insured during delivery, the customer does not pay for this cost. Ensure T's & C's state so.
- Ensure that it's displayed on your website that customers must provide in writing (IE email if you want) that they wish to return an item.
- Ensure that it's displayed that customers can provide proof of returning the item (IE proof of posting), but this is not a requirement by law. They don't have to provide proof.
- Ensure that whenever the word "days" is displayed, it's preceded by the word "working" and that a definition of working days is explained. IE Not including weekend or bank holidays
- Ensure this information regarding refunds is shown in your T's and C's -

Under the CCR's, a customer's right to cancel is unconditional. If customers cancel before they have received the goods, you must refund the total price of the goods, including any delivery charges. If they cancel, they can refuse to accept delivery of the goods. This cannot be treated as a breach of contract. Where goods are lost in transit from you to the customer, you will need to either send new goods or offer the customer a full refund, including delivery charges. The exemption to this is personalised goods where work has already started or personalised supplies have been ordered. This must be stated.

- You can't ask that a customer returns an item in a re-saleable condition, nor can you ask that they return in the original packaging. It just has to be within the time frame for returns. Personalised are exempt again.
- You can't ask a customer to return the goods before providing a refund, and any refunds must be made within 30 days of the customer asking for a refund.
- You HAVE to refund original postage costs
- Ensure that it states the customer's right to cancel begins from the moment they place their order, up to 14 days after they receive their product. Personalised products are exempt.
- Ensure that it states in your T's and C's, that under Royal Mail or whoever you post with, items may be left with a neighbour if someone is not home.
- Ensure that you display full responsibility for the item/s until the customer receives the item. It IS your responsibility in transit.