

Consumer Contract Regulations

CONSUMER CONTRACTS (INFORMATION, CANCELLATION AND ADDITIONAL CHARGES) REGULATIONS 2014

With effect from tomorrow, **13th June 2014**, new regulations will come into force replacing the Distance Selling Regulations 2000 and Off-Premises (Doorstep) Regulations 2008.

- **Cancellation rights** will continue to apply to all **off-premises** contracts (ie those concluded other than at the seller's usual place of business) but are now increased to **14 days**. Goods must be returned and refunds paid within 14 days of cancellation.
- **Delivery** must be made within 30 days; **Risk** passes on delivery.
- **Additional payments** must be expressly, individually authorised – there cannot be blanket pre-authorisation by box ticking at the outset.
- **Helplines** and contact numbers for the trade must be ordinary numbers not premium rate numbers (pity that this doesn't seem to apply to government departments).

Certain business are exempt from these regulations including:

- gambling contracts;
- construction and sale of property and residential letting;
- package travel and timeshares;
- supply of consumables by regular roundsmen such as milkmen;
- purchases from vending machines;
- one-off telecoms connections (e.g. payphones and internet café connection);
- financial services unless in conjunction with the sale of goods or services (e.g. collateral warranties etc).

For further information and FAQs, a copy of the Department for Business, Innovation & Skills' *Implementing Guide* can be viewed at : <http://bit.ly/1kg6J5c>

If you have any queries in relation to this, or any other, matter, please do not hesitate to contact us – office@amblaw.co.uk or 020 3651 5646.



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