

## Instructions for cancellation of a distance or off-premises contract.

### **Right to cancel**

You have the right to cancel this contract within 14 days without giving any reason.

The cancellation period will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the last delivered goods that are covered by this contract.

To exercise the right to cancel, you must inform us: The Chaucer Bookshop of 6 – 7 Beer Cart Lane, Canterbury, Kent CT1 2NY (Our telephone number: (0) 1227 453912; E-mail address: [chaucerbooks@btconnect.com](mailto:chaucerbooks@btconnect.com)) of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, fax or e-mail). You may use the model cancellation form, but it is not obligatory. You can also electronically fill in and submit the model cancellation form or any other clear statement on our website, [www.chaucerbooks.co.uk](http://www.chaucerbooks.co.uk). If you use this option, we will communicate to you an acknowledgement of receipt of such a cancellation on a durable medium (e.g. by e-mail) without delay.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

### **Effects of cancellation**

If you cancel this contract, we will reimburse to you all payments received from you, including the costs of delivery (except for the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us).

We may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you.

We will make the reimbursement without undue delay, and not later than –

- (a) 14 days after the day we receive back from you any goods supplied, or
- (b) (if earlier) 14 days after the day you provide evidence that you have returned the goods, or
- (c) if there were no goods supplied, 14 days after the day on which we are informed about your decision to cancel this contract.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

Goods are returned at the customer's own expense, unless they are wrongly described or defective, in which case we will reimburse the customer's postage costs.

You are only liable for any diminished value of the goods resulting from handling that is not necessary to establish the nature, characteristics and functioning of the goods.