

## **RIGHT TO CANCEL & CANCELLATION FORM**

### **1. RIGHT TO CANCEL**

- 1.1. Subject to paragraph 1.5, you have the right to cancel this contract within 14 days without giving any reason.
- 1.2. The cancellation period will expire after 14 days. The 14 day period starts on the day after we deliver the goods to you. If the 14th day is a weekend or public holiday then the last day of the cancellation period will be extended to the next working day.
- 1.3. To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g. a letter sent by post or email). You may use the model cancellation form set out below, but it is not obligatory.
- 1.4. 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.
- 1.5. You cannot cancel the contract if:
  - 1.5.1. the goods have been made to your specifications or have been personalised (for example with your name or team number); or
  - 1.5.2. the goods are sealed and are not suitable for return due to health protection or hygiene reasons, if they become unsealed after delivery.

### **2. EFFECTS OF CANCELLATION**

- 2.1. 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).
- 2.2. 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.
- 2.3. We will make the reimbursement without undue delay, and not later than:
  - 2.3.1. 14 days after the day we received back from you any goods supplied, or
  - 2.3.2. (if earlier) 14 days after the day you provide evidence that you have returned the goods, or
  - 2.3.3. if there were no goods supplied, 14 days after the day on which we are informed about your decision to cancel this contract
- 2.4. 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.
- 2.5. If you have received goods:
  - 2.5.1. you shall send back the goods to us at Creative Emporium, BBC River City Returns Department, 4 Whitehall Cross, Leeds, LS12 5XE, without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired;
  - 2.5.2. you will have to bear the direct cost of returning the goods; and
  - 2.5.3. you are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods. 2

## MODEL CANCELLATION FORM

*(Complete and return this form only if you wish to withdraw from the contract)*

To:  
Creative Emporium  
BBC River City Returns Department  
4 Whitehall Cross  
Leeds  
LS12 5XE

Telephone: 0113 3865580

Email: [bbcrivercity@creativeemporium.co.uk](mailto:bbcrivercity@creativeemporium.co.uk)

I hereby give notice that I cancel my contract of sale of the following goods

.....  
.....  
.....

ordered on/received on .....

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date