

## Consumer Information Document

### 1 **Your rights as a consumer**

- 1.1 You have certain legal rights if you purchase goods, services, or digital content from this site as a consumer. This Consumer Information Document sets out those rights. From time to time we may update this Consumer Information Document. It should be read together with the [Payment and Delivery Terms](#) and the terms and conditions for the goods and/or services you are purchasing, a link to which will be provided to you prior to your purchase (collectively, the “Terms”).

### **Who we are**

- 2 By placing an order on this site, you are entering into a contract with University of Westminster.
- 2.1 We are a charity and company limited by guarantee registered in England and Wales. Our charity number is 312782 and our company registration number is 00977818. Our registered office is at The University of Westminster, 309 Regent Street, London, W1B 2UW. Our registered VAT number is GB 213 4314 55.

### **How to contact us**

- 3 If you have any questions or if you have any complaints, please contact us. If you have any questions or if you have any complaints, please contact us by using the details set out in the email confirming your enrolment onto the course.
- 3.2 If you wish to contact us in writing you can send this to us by hand, or by pre-paid post to The University of Westminster at 309 Regent Street, London, W1B 2UW.

### **Quality of goods**

- 4 We are required by law to ensure that goods ordered from us comply with the terms of our contract with you. In particular, any goods we supply to you must correspond with any relevant description we include on our site, must be of satisfactory quality, and must be fit for their intended purpose. You may obtain further information about these legal rights by contacting the Citizens Advice Bureau (<https://www.citizensadvice.org.uk/>).

### **Delivery**

- 5 We are required to provide you with information about your delivery options, including information about delivery costs, how long it will take for us to deliver goods ordered from us and, how to track your order. This information is contained in our Payment and Delivery Terms.

### **Your right to cancel an order**

- 6 As a consumer you have the right to cancel your order with us for any reason during a 14-day cancellation period (the “Cancellation Period”). This right will expire after the Cancellation Period.
- 6.2 To cancel your order, you must clearly inform us of your decision to cancel before the Cancellation Period has expired. You may do this by telephone or by sending a letter or e-mail via the contact details above. Alternatively you may use the model cancellation form attached to this Consumer Information Document.
- 6.2 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.

### **Cancellation Periods**

- 7 If you wish to cancel an order for digital content or services (including any courses) the Cancellation Period ends 14 days after the day on which the contract is entered into according to the applicable terms and conditions.
- 7.2 If you wish to cancel an order for goods, the Cancellation Period ends 14 days after the day on which you receive the goods, or, if you have ordered multiple goods or lots/pieces (other than a regular delivery for goods), 14 days after the day on which you receive the last of the goods. You will not have a right to cancel where the goods have been made to your specification or personalised.
- 7.3 Where the Cancellation Period would normally end on a day which is a Saturday, Sunday or a public holiday, the Cancellation Period will be extended so that it ends on our next working day.

### **Effects of cancellation**

- 8 If you cancel your order we will reimburse all payments received from you, including any delivery charges, subject to the following:
- 8.1

- 8.1.1 if you cancel an order for goods, you must return the goods to us to the address above. The cost of returning the goods must be paid by you. We will not reimburse payments for goods until we the goods have been returned. You must send us the goods before the Cancellation Period expires, otherwise we may refuse to reimburse you;
- 8.1.2 if any goods returned to us have been used or damaged, we may deduct an amount equal to the loss in value of the goods. In some cases, the amount deducted may be equal to the full price of the goods. We will not normally deduct any sums for damage caused to the outer layer of packaging where it was necessary for you to open the packaging in order to check the goods;
- 8.1.3 if we have reimbursed you following a cancelled order for goods and we later discover that the goods have been used or damaged, we may require you to pay us an amount equal to the loss in value of the goods;
- 8.1.4 if you selected a method of delivery other than standard delivery, we may charge you the additional sum we would have charged you for this method of delivery.
- 8.2 Where you have cancelled an order for goods we will reimburse you as soon as we can, and in any event no later 14 calendar days after the date on which we receive the goods from you.
- 8.3 Where you have cancelled an order for services (including an order for one of our courses) or digital content we will reimburse you as soon as we can, and in any event no later than 14 calendar days after the date on which you inform us of your decision to cancel the order.
- 8.4 We will reimburse you using the same means of payment you used for the initial transaction, unless you have expressly agreed otherwise. We will not charge you any fees for reimbursement.
- 8.5 If you cancel an order you must immediately delete all digital content relating to the cancelled course which we have supplied to you (including any pre-reading and/or course material).
- 8.6 If you wish to cancel part of an order, this may result in the cancellation of the entire contract unless we agree otherwise.

## **9 When you will lose your right to cancel**

- 9.1 You will lose your right to cancel your order with us in the following circumstances:
  - 9.1.1 if you have opened the packaging of goods which were sealed for health protection or hygiene reasons (for example cosmetic products); or
  - 9.1.2 if you have opened the packaging of sealed audio, video or computer software.
- 9.2 If you ask us to start providing services or to supply digital content to you before the end of the Cancellation Period, the following will apply:
  - 9.2.1 you will lose your right to cancel your order, and must pay for the services in full, if we complete the services during the cancellation period;
  - 9.2.2 if during the cancellation period, we have only partly completed the services you may cancel your order by notifying us that you wish to do so. However we may charge you for any services we have provided in part up to that point. The amount charged will be calculated in proportion to the overall price of the contract; and
  - 9.2.3 in the case of digital content, once you have started to download or stream the digital content, you will lose your right to cancel your order and must pay for the digital content in full.

**Model cancellation form**

To The University Of Westminster, 309 Regent Street, London, W1B 2UW:

I/We [\*] hereby give notice that I/We [\*] cancel my/our [\*] contract for the supply of the following service,

Ordered on

Name of consumer(s)

Address of consumer(s)

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

Date

[\*] Delete as appropriate.