

Consumer cancellation instructions and form

Right to cancel

If you are contracting as a consumer, 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 physical possession of the goods, or in the case of a contract relating to multiple goods ordered by you in one order and delivered separately, the day on which you acquire physical possession of the last good.

To exercise the right to cancel, you must inform us (FC Lane Electronics Ltd, by emailing Customer Services at sales@fclane.com) of your decision to cancel this contract by a clear statement (eg a letter sent by post to our address detailed below or the e-mail address above), as further detailed in our Conditions of Sale. You may use the attached model cancellation form, but it is not obligatory.

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. We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

If you have received goods in connection with the contract, you shall send back the goods or hand them over to us at our address detailed below, 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. You will have to bear the direct cost of returning the goods, which are anticipated and set out on our Delivery Charges page on our website.

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. Please note that you also cannot cancel a contract for bespoke products that you may have ordered from us, or products which become inseparably mixed following delivery.

Model cancellation request

To:

FC Lane Electronics Ltd

Slinfold Lodge, Stane Street,
Horsham
West Sussex RH13 0RN

I/We* hereby give notice that **I/we*** cancel **my/our*** contract of sale **of the following goods/for the supply of the following service(s)***,

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

* delete as appropriate