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**Selling**

**by mail?**

The new Distance

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**Does it apply to r**  
Goods or services  
excluded such as a  
phone and one or  
that if you run a d  
applies to you!)

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y things are  
or through a pay  
out. (We figure  
to tell you that it

**And selling to wh**  
Well, to consumer  
who, in contracts  
his business.

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ny natural person  
which are outside

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**Come again in pl**  
A person buying t  
Joe Public. It doe  
requirements are g

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lf of a business –  
st of the

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**So what do the re**  
Give clear inform  
Send a confirmati  
So far so good – y  
But here’s the cru  
You have to give

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good practice).  
ff period.

Ok, sounds simple

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**What’s the descr**  
The description ha  
It must include:

- the seller's nar
- a description c
- the price inclu
- any delivery c
- how payment
- arrangements

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stal address

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- the fact that co

- how long the c

**Great but I use co**

You'd better! And  
from and what the  
turns into a sales p

business is caller is  
imaginary reason that

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**What about the v**

If an order is made  
good news is it on  
Also if they already  
another.

e offered. The  
as good as a letter.  
don't have to send

As well as details of  
postal address (wh  
provided with deta  
latest delivery date  
explain when and

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e order, given a  
yland) and also  
so have to give a  
ear you have to

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**But I usually sell**

Good news, it is p  
distance'. On the  
frequent then you'

ne phone?  
normally sell 'at a  
hing more

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**Any other exampl**

Land sales, financ  
bids at Sotheby's -  
second thoughts!).  
Only part of the re  
provision of accou  
some aspects of fo

of the telephone  
£5million to have  
holidays, the  
a specific date and

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**What exactly do y**

Well, if there's fac  
confirms the order

en the consumer  
stance'.

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**So, tell me about**

Basically, it has to  
cancellation has to  
known address, e-  
The seven day clo  
you have been rem  
the seven days beg

rmation, the  
- to the last  
ds. If however  
after delivery then  
n worse, if you

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don't send the con  
working days to de  
The only differenc  
begins when the co

months and seven

cancellation period

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**What if they use r**  
Well, if you've be  
that, once they had  
regulations allow t  
wouldn't want som  
simply cancel their

on of the service  
cel. The  
instance, you  
d site and then

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**There are still som**  
Ok, there are other  
not have the right t

the consumer will

- where the cost  
market which cann

in the financial

- where the goo  
windows) or perso  
poured into your f  
order fish is a goo

to measure  
pout concrete  
re rapidly (mail

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- if the seal is br  
- where the goo

returning a losing

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**Ok, so they cancel**  
They get their mon  
cost of recovery of  
substituted someth

can charge the  
t do this if you've  
same time.

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**Surely I get my g**  
Yes, the consumer  
you recover them.  
them over. If the c  
to see that they are

care of them until  
but only hand  
ke reasonable care

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**What if there was  
back?**

You can do this w  
otherwise you mus

goods I received

condition  
n which case the

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goods are yours).  
you in court!

their value – see

**Anything else for**

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You should be aware  
supply the goods or  
fulfilled the order  
money back – you

give the order to  
. If you haven't  
give them their

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If a credit card is used  
goods or services,  
details surrounding

is supplied the  
are quite a few  
SO site.

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Don't send unsolicited  
because if the recipient  
with it and you are  
that payment was made  
offence).

you are doing  
to what they want  
reasonably clear  
a criminal

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After that the regulator  
so churlish as to ignore  
to go there!!

forced if anyone is  
but you don't want

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