



## Distance Selling Regulations

Europe Home Security Limited adheres strictly to European distance selling regulations (DSRs). These regulations are subject to change – for the very latest information please follow the links contained at the bottom of this page. Please note that these regulations apply to private consumers ONLY.

### **Q: What are Distance Selling Regulations?**

A: The Distance Selling Regulations are rules that apply if you are selling products or services to consumers without face-to-face contact within the European Community and where the consumer has not had an opportunity to examine the goods before buying or discuss the service being offered in person.

### **Q: Do Distance Selling Regulations apply to everyone?**

A: No. Distance selling regulations do NOT apply to the following:

- business to business contracts
- some activities described as auctions
- where you agree to provide the service on a specific date or within a specific period

### **Q: How does Europe Home Security Limited comply with the Distance selling regulations?**

A: All consumer purchases made from Europe Home Security Limited offer clear information, including:

- sufficient detail for the consumer to be able to identify the business they are dealing with
- description of the main characteristics of the goods or services being offered
- the price of the goods or services being offered, including taxes
- details of delivery costs
- details of how payments can be made
- we supply our full geographic address
- the arrangements for delivery or performance of the service
  - when consumers can expect delivery of the goods or the service
  - contracts are performed within 30 days unless the parties agree to a different period
- information about your rights to cancel
- how long the price or the offer remains valid
- costs of returning any products that we supply as substitutes because the goods or services originally ordered are not available

### **Q: What information is provided by Europe Home Security to consumers once they make a purchase?**

A: Europe Home Security Limited provides pre-contractual information via email or PDF document. Please see **Consumer Terms and Conditions** and/or **Business Terms and Conditions**. In addition to the above information, consumers are advised in the **Product Returns Form (PDF)** of the following:

- when and how to exercise their rights to cancel including;
  - for goods – whether you require goods to be returned by the consumer and if so who will pay for their return
  - for services – the consequence of agreeing to a service starting before the end of the usual seven working day cancellation period
- details of any guarantees or after-sales services
- the geographic address to which the consumer may direct any complaints

**Q: When does Europe Home Security Limited supply this information?**

A: Shortly before the goods are shipped you will be advised of required information under Distance selling regulations rules.

**Q: When does Europe Home Security Limited carry out the contract?**

A: The contract (order) will be carried out within the time limits agreed with the consumer as stated in the terms and conditions or order details. This is normally within the time limits described during the order process; however, the maximum period in the event that no period is stated is 30 days from the day after Europe Home Security Limited received the order from you. In the event that this is not possible we will advise the consumer before the deadline. In the event of the goods not arriving in time, you are entitled to a full refund, including the postage and packaging, unless a new deadline is agreed.

**Q: What are my rights to cancel my order with Europe Home Security Limited?**

A: We provide consumer distance selling regulations rights information at the time the shipping and/or packing note is produced. Therefore any refunds are subject to the following limitations in addition to adhering with compliance details stated in the **Product Returns Form (PDF)**.

**Q: What is the time limit for cancellation an order for goods?**

A: Seven working days (not including weekends or bank holidays) after the day on which the goods are received, unless otherwise stipulated in the listing.

**Q: What is the time limit for cancellation an order for services?**

A: Seven days from the day after the contract was concluded unless otherwise stipulated in the listing.

**Q: What must consumers do if they want to cancel an order with Europe Home Security Limited?**

A: In the first instance please download and print a copy of the **Product Returns Form (PDF)**. Please follow the instructions as detailed in this document.

- Please note that for computer software (including Manufacturer Sealed Network Cameras) the customer must return the products sealed

**Q: What is the procedure for issuing Refunds?**

A: Europe Home Security Limited will refund the full amount including **OUR** delivery costs as soon as possible after the consumer cancels the contract – this mean Europe Home Security Limited must receive a completed **returns form** prior to any refund being issued.

**Q: Who has to pay for Returning goods?**

A: Europe Home Security Limited will refund **OUR** shipping costs to **yourself**; however, as stated in our consumer terms and conditions, **you** will be liable for the costs of returning the goods. We recommend that for goods valued over £20 sterling (or equivalent in your own currency), a recordable, traceable and insured service is utilised. Europe Home Security Limited does not charge any additional restocking or administrations charges.

**Where to go for more information:**

**The Office of Fair Trading**

See [www.oft.gov.uk](http://www.oft.gov.uk) for extensive information on different trading laws. As well as more on the Distance selling regulations there is information about the Enterprise Act.

**The Department of Trade and Industry (DTI)**

See [www.dti.gov.uk](http://www.dti.gov.uk) for background information on running a business and guidance on ECRs.

**Trading Standards**

See [www.tradingstandards.gov.uk](http://www.tradingstandards.gov.uk) for advice on law and details of your nearest Trading Standards office.

**Business Link**

An independent body funded by DTI. Visit [www.businesslink.gov.uk](http://www.businesslink.gov.uk) for a variety of business information and pointers for creating online shops and web marketing.