

## Buying items from the RTFHS by mail order Terms & Conditions

A customer has the right to cancel an order for goods or the provision of services within 14 consecutive days of receipt of the goods or services by the customer. This 14 day “cooling off period” includes Saturdays, Sundays, and Bank Holidays.

Notice of intention to cancel must be in writing, and should be received by the Society within the cooling off period. “Writing” includes a letter or e-mail sent to the Society at its nominated address, but does **not** include a telephone call, which will not be acceptable.

On receipt of notice of intention to cancel, within the cooling off period, the Society will refund the retail sale price of the goods if, but only if, they are returned in a re-saleable condition.

The cost of returning the goods must be paid by the customer, and will **not** be paid by the Society. Payment of a refund will be made within 14 days after the returned goods have been received. No refunds will be made in respect of sealed CD-ROMs where the customer has broken open the seal or wrapper.

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