

## **Cancellation information for consumer purchases from Key**

### ***Right to Cancel***

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, or a third party other than the carrier and indicated by you acquires, physical possession of the goods.

To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, fax or e-mail). You may use the cancellation form below, 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.

We will collect the goods.

You will have to bear the direct cost of returning the goods.

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.



**Cancellation form for consumer purchases from Key**

To: Key  
Address: Customer Care Team  
Key  
35 Blackmoor Road  
Ebblake Industrial Estate  
Verwood  
Dorset  
BH31 6AT  
Fax No: 0800 373 030  
Email address: customercare@key.co.uk

I / We [\*] hereby give notice that I / We [\*] cancel my / our [\*] contract of sale of the

Order number: \_\_\_\_\_

Received on: \_\_\_\_\_

Your name(s): \_\_\_\_\_

Your address \_\_\_\_\_  
\_\_\_\_\_

Your signature \_\_\_\_\_  
Signature of consumer(s) (only if this form is notified on paper)

Date \_\_\_\_\_

[\*] Delete as appropriate

