

# About terms & conditions

## **BUYING YOUR INTERNET SERVICE BY:**

### **Phone, fax, mail order, email or digital TV**

One of your most important rights is to a 'cooling off' period. This gives you the right to cancel your order within seven working days, without having to pay anything.

The trader must tell you about this right when you place your order. You may not have this right to cancel if you agreed to the service starting within seven days of placing your order.

### **Online**

The Internet Service Provider must supply any terms and conditions of the sale in a format that can be easily saved or printed out

### **Cancelling**

**You can cancel at any time until:**

the end of the seventh working day after the day on which you receive your goods; or the end of the seventh working day after the day on which the trader agreed to go ahead with the service.

### **Useful websites:**

<http://www.adviceguide.org.uk/index.htm>

<http://www.consumerdirect.gov.uk/>