

# Instructions for cancellation

Prepared in accordance with the  
*Consumer Contracts (Information, Cancellation and Additional Charges) Regulations, 2013*

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## Your right to cancel

Occasionally you may wish to cancel an order and return goods to us.

Under the United Kingdom's *Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013*, you have the right to cancel the contract for the purchase of *most* goods from us. We regret, however, that we cannot accept the return of perishable items such as microbial cultures, enzymes, plasmids or PCR primers or bespoke items that we have prepared specially for you.

You have the right to cancel a contract for the purchase of goods *within 14 calendar 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 your right to cancel, you must inform us in a clear statement such as a letter, fax or eMail message.

A cancellation form is provided on the following page, which you may use if you wish (although this is not obligatory).

## Effects of cancellation

If you cancel the contract to purchase goods, you must return the goods to us *within 14 calendar days* of your request to cancel.

Within 14 calendar days of receipt of the returned goods, we will reimburse all payments received from you, including the costs of standard delivery (but excluding the additional cost if you chose a delivery method other than the least expensive type of standard delivery offered by us).

The goods must be returned to us in reasonable condition, such that they may be re-sold. We may make a deduction from the reimbursement for loss in the value of any goods returned, if the loss is the result of unnecessary handling by you (for example, if you have opened or damaged packaging other than the outer packaging in which the goods were sent, or if you have used any of the items).

Please note that you will be responsible for the cost of returning the goods to us unless we delivered the item to you in error or the item is faulty.

Note that if an item is being returned to us because it is faulty, you have additional rights under other legislation.



# Cancellation form

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To:

NCBE  
University of Reading  
2 Earley Gate (TOB2)  
Whiteknights Road  
READING  
RG6 6AU  
The United Kingdom

T : + 44 (0) 11 89 87 37 43  
F : + 44 (0) 11 89 75 01 40  
E : NCBE@reading.ac.uk  
W: www.ncbe.reading.ac.uk

I/We\* hereby give notice that I/we\* cancel my/our\* contract of sale of the following goods:

Ordered on:

Received on:

Name of purchaser:

Address of purchaser:

Signature of purchaser (if this form is notified on paper)

Date:

\* delete as appropriate