

Order Cancellation Form

FAO Customer Returns, The Gate House, 5 Chapel Place, Rivington Street, London EC2A 3SB

Email: cancellation@digitalinc.org

I/We hereby give notice that I / We cancel my/our contract of sale of the following goods and /or the supply of the following services: *[Insert details of goods and/or services that you are cancelling here...]*

Ordered on/received on: *[Insert Date...]*

From: *[Insert your name and address...]*

Signature: *[Sign here...]*

Date this form is being sent: *[Insert Date...]*

Your Right To Cancel

Following The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, subject to the conditions that are in this section, you have the right to cancel your order or Contract at any time up to the date when 14 days have passed after our completed delivery of the Products without giving any reason. Please note the following points:

- a) This right to cancel applies to all Products, except digital items and unsealed software such as music and games which have been unsealed, downloaded or used.
- b) We will accept Products back even if you have opened the packaging to inspect them.
- c) You are entitled to a refund as long as you inform us of your decision to cancel by a clear statement, including details of your name, address, details of the order or Contract you wish to cancel and, where available, your phone number and email address within 14 calendar days from the day after our delivery of the Products.
- d) The Products must be in an 'as new' condition and returned to us at your cost in, as far as is reasonably possible, the original, undamaged packaging, along with any accessories and other items received with them.
- e) You can examine the Products as you would in a shop but you must not have used or installed them or input any data on them.
- f) Whilst the Products are in your possession you must take reasonable care of them.
- g) DVDs, CDs, memory cards and software packaging discs must still be sealed and/or fully intact as new.
- h) In the case of a service contract or a contract for the supply of a digital download, the cancellation period will expire after 14 days from the day of the conclusion of the Contract. If you consent to a digital download starting within the 14 day cancellation period you acknowledge the right to cancel will be lost and you will not be able to request a refund.
- i) There are two ways to request a cancellation of your order:
 - i) You can email your cancellation to cancellation@digitalinc.org; or
 - ii) You can use the cancellation form found in the Cancellations section of the Website if you wish.
- j) If your Products have been delivered you will be asked to return them to us which you need to do promptly and in any event not later than 14 days from the day on which you communicate your cancellation to us. Once we have received them back from you we will give you a refund for the cost of the Products but not your costs of returning the Products to us. We may make a deduction from the refund for any loss in value of the Products if the loss is a result of any unnecessary handling or inadequate packaging by you.
- k) Refunds may take up to 14 days to be credited to your payment method.
- l) We cannot refund or cancel your order or Contract:
 - i) If you return your Product(s) without proof of purchase,
 - ii) There is a contract for services with the Product(s) and you have started using the services; this would include, for example, mobile data use,
 - iii) The seal has been broken on any DVDs, CDs, memory cards or software, including games,
 - iv) If the silver strip on the back of any Software Product Activation Key card has been partially or completely damaged or removed, or
 - v) The Products were a special order to your specification.