**Terms & conditions of business when engaging in contract with QuickFleet LTD by ordering goods and services via our website.**

**This clause only applies if you are a Consumer AND purchasing Goods and/or Services by mail order or from our website or mobile app (coming soon).**

1. In accordance with the **Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013** you have the right to cancel a Contract (subject to clause 8 below) for any item bought on the Website or mobile app for a full refund 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 last of the Good(s).
2. To exercise the right to cancel, you can contact us using the details found on the Contact Us page on our website to inform us of your decision to cancel your order by a clear statement (setting out your name, geographical address, order number and, where available, your telephone number and an e-mail address). 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.
3. If you cancel a Contract under this clause 20, we will reimburse to you all payments received from you, including the costs of delivery (except in the case of the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us). **Please take reasonable care of the Goods as we are entitled to deduct an amount from the refund to reflect any loss in value of the goods supplied to you, if the loss is the result of unreasonable and/or unnecessary handling of the goods by you.**
4. We will process any refunds in accordance with clause 21.
5. Where possible we will make the refund 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 refund, subject as set out elsewhere in these Terms. We may withhold refund until we have received the Goods back or you have supplied evidence of having sent back the Goods, whichever is the earliest.
6. You shall send back the Goods or hand them over to us without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation from the Contract to us. The deadline is met if you send back the Goods before the period of 14 days has expired. You will have to bear the direct cost of returning the Goods.
7. If you are responsible for the costs of return and we are collecting the Goods from you, we will charge you the direct cost to us of collection.
8. The right to cancel does not apply to the following kind of contracts:

  8.1    Contracts for the supply of Goods that are made to the Consumer’s specifications or are personalised;

  8.3    Contracts for the supply of Performance Goods

 8.4    Contracts for the supply of Goods which are liable to deteriorate or expire rapidly;

  8.5    Contracts for the supply of sealed Goods which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery;

  8.6    Contracts for the supply of goods which are, after delivery, according to their nature, inseparably mixed with other items;

**Our Goodwill Guarantee**

1. Please note, the terms in clauses 9 to 10 generally reflect the goodwill guarantee offered by QuickFleet LTD to its UK consumers, which is more generous than your legal rights under the Consumer Contracts Regulations in the ways set out below. This goodwill guarantee does not affect your legal rights in relation to faulty products or misdescribed products
2. **Right under the Consumer Contracts Regulations 2013**
14-day period to change your mind.

**How our goodwill guarantee is more generous**
30-day period to change your mind for purchases via our website and mobile app only.
This 60-day period does not apply to WS Goods, Performance Goods or Special Order goods.
3. You may also cancel an order for Services within 14 days after the day we email you to confirm we accept your order. However, once we have completed the Services you cannot change your mind, even if the period is still running. If you cancel after we have started the Services, you must pay us for the Services provided up until the time you tell us that you have changed your mind.