

TERMS OF BUSINESS

Know your customer!

- Individual
- Partnership
- Limited Company



Don't overlook the paperwork in the speed to do the deal!

- written T&C's (if possible) to avoid uncertainty and misunderstanding
- clear definition of what products or services will be provided
- setting out payment terms, when payment due and interest (but consider statutory position)
- any guarantees/ warranties offered
- timescale for delivery of product/ service
- risk and title
- cancellation of orders
- limiting liability
- how can the agreement be ended
- dispute resolution
- which law shall govern the contract
- update periodically
- one size doesn't fit all!



Provision of Services Regulations 2009

- If you provide a service, the Regulations set information that must be accessible and information that you can be required to give
- You are also required to have a complaints process
- Your terms of business may satisfy all the requirements of the Regulations



Distance selling and e-commerce

If you sell goods and services off-premises or using e-commerce, telesales or mail order compliance with Consumer Contracts Regulations and E-Commerce Regulations is essential. There are strict requirements on giving cancellation notices applicable to a cooling off period of 14 days.

