
STATUTORY INSTRUMENTS

2000 No. 2334

CONSUMER PROTECTION

The Consumer Protection (Distance Selling) Regulations 2000

Made - - - - 31st August 2000

Laid before Parliament 1st September 2000

Coming into force 31st October 2000

**THE CONSUMER PROTECTION
(DISTANCE SELLING) REGULATIONS 2000**

1. Title, commencement and extent
2. Revocation
3. Interpretation
4. Contracts to which these Regulations apply
5. Excepted contracts
6. Contracts to which only part of these Regulations apply
7. Information required prior to the conclusion of the contract
8. Written and additional information
9. Services performed through the use of a means of distance communication
10. Right to cancel
11. Cancellation period in the case of contracts for the supply of goods
12. Cancellation period in the case of contracts for the supply of services
13. Exceptions to the right to cancel
14. Recovery of sums paid by or on behalf of the consumer on cancellation, and return of security
15. Automatic cancellation of a related credit agreement
16. Repayment of credit and interest after cancellation of a related credit agreement
17. Restoration of goods by consumer after cancellation
18. Goods given in part-exchange
19. Performance
20. Effect of non-performance on related credit agreement
21. Payment by card
22. Amendments to the Unsolicited Goods and Services Act 1971
23. Amendments to the Unsolicited Goods and Services (Northern Ireland) Order 1976
24. Inertia Selling
25. No contracting-out

Changes to legislation: There are outstanding changes not yet made by the legislation.gov.uk editorial team to The Consumer Protection (Distance Selling) Regulations 2000. Any changes that have already been made by the team appear in the content and are referenced with annotations. (See end of Document for details) [View outstanding changes](#)

26. Consideration of complaints
27. Injunctions to secure compliance with these Regulations
28. Notification of undertakings and orders to the Director
29. Publication, information and advice
Signature

SCHEDULE 1 — Indicative list of means of distance communication

1. Unaddressed printed matter.
2. Addressed printed matter.
3. Letter.
4. Press advertising with order form.
5. Catalogue.
6. Telephone with human intervention.
7. Telephone without human intervention (automatic calling machine, audiotext).
8. Radio.
9. Videophone (telephone with screen).
10. Videotext (microcomputer and television screen) with keyboard or touch screen....
11. Electronic mail.
12. Facsimile machine (fax).
13. Television (teleshopping).

SCHEDULE 2 — Non-exhaustive list of financial services

1. Investment services.
2. Insurance and reinsurance operations.
3. Banking services.
4. Services relating to dealings in futures or options. Such services...

Explanatory Note

Changes to legislation:

There are outstanding changes not yet made by the legislation.gov.uk editorial team to The Consumer Protection (Distance Selling) Regulations 2000. Any changes that have already been made by the team appear in the content and are referenced with annotations.

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Changes and effects yet to be applied to :

- Sch. 1 para. 1 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- Sch. 1 para. 2 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- Sch. 1 para. 3 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- Sch. 1 para. 4 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- Sch. 1 para. 5 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- Sch. 1 para. 6 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- Sch. 1 para. 7 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- Sch. 1 para. 8 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- Sch. 1 para. 9 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- Sch. 1 para. 10 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- Sch. 1 para. 11 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- Sch. 1 para. 12 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- Sch. 1 para. 13 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- Sch. 2 para. 1 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- Sch. 2 para. 2 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- Sch. 2 para. 3 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- Sch. 2 para. 4 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- Sch. 2 omitted by [S.I. 2004/2095 reg. 25\(5\)](#)
- Sch. 2 para. 4 words substituted by [S.I. 2004/3379 reg. 15\(2\)\(a\)](#)
- Sch. 2 para. 4 words substituted by [S.I. 2004/3379 reg. 15\(2\)\(b\)](#)
- Regulations excluded by [S.I. 2013/3134 reg. 2\(a\)](#)
- reg. 1 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- reg. 2 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- reg. 3 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- reg. 3 words omitted by [S.I. 2013/783 art. 11\(2\)](#)
- reg. 3(1) words inserted by [S.I. 2004/2095 reg. 25\(2\)\(a\)](#)
- reg. 3(1) words inserted by [S.I. 2004/2095 reg. 25\(2\)\(b\)](#)
- reg. 3(1) words inserted by [S.I. 2004/2095 reg. 25\(2\)\(c\)](#)
- reg. 3(1) words inserted by [S.I. 2014/549 Sch. 1 para. 28\(2\)\(b\)](#)
- reg. 3(1) words omitted by [S.I. 2014/549 Sch. 1 para. 28\(2\)\(a\)](#)
- reg. 4 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- reg. 5 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- reg. 5(1)(c) words omitted by [S.I. 2004/2095 reg. 25\(3\)](#)
- reg. 6 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- reg. 6(1) substituted by [S.I. 2010/2960 Sch. 6 para. 6](#)
- reg. 7 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- reg 8 am by [S.I. 2005/689 reg 2Schedule para 1\(1\)para 1\(2\)\(b\)](#)
- reg. 8 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- reg 8 rev in pt by [S.I. 2005/689 reg 2Schedule para 1\(1\)para 1\(2\)\(a\)\(3\)](#)
- reg. 9 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- reg. 10 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- reg. 11 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- regs 1213 am by [S.I. 2005/689 reg 2Schedule paras 2\(1\)paras 2\(2\)\(a\)paras 2\(3\)paras 2\(4\)3](#)
- reg. 12 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- reg 12 rev in pt by [S.I. 2005/689 reg 2Schedule para 2\(1\)para 2\(2\)\(b\)](#)
- reg. 13 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- reg. 14 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- reg. 15 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)
- reg. 16 coming into force by [S.I. 2000/2334 reg. 1\(1\)](#)

- reg. 17 coming into force by S.I. 2000/2334 reg. 1(1)
- reg. 18 coming into force by S.I. 2000/2334 reg. 1(1)
- reg. 19 coming into force by S.I. 2000/2334 reg. 1(1)
- reg. 20 coming into force by S.I. 2000/2334 reg. 1(1)
- reg. 21 coming into force by S.I. 2000/2334 reg. 1(1)
- reg. 21 revoked by S.I. 2009/209 Sch. 6 para. 3
- reg. 22 coming into force by S.I. 2000/2334 reg. 1(1)
- reg. 23 coming into force by S.I. 2000/2334 reg. 1(1)
- reg. 24 coming into force by S.I. 2000/2334 reg. 1(1)
- reg. 24(4)(5) revoked by S.I. 2008/1277 Sch. 2 para. 96Sch. 4 Pt. 2
- reg. 24(7)(8) revoked by S.I. 2008/1277 Sch. 2 para. 96Sch. 4 Pt. 2
- reg. 24(7)(b) words inserted by S.I. 2005/55 art. 4(b)
- reg. 24(7)(b) words substituted by S.I. 2005/55 art. 4(a)
- reg. 24(9) revoked by S.I. 2008/1277 Sch. 2 para. 96Sch. 4 Pt. 2
- reg. 25 coming into force by S.I. 2000/2334 reg. 1(1)
- reg. 26 coming into force by S.I. 2000/2334 reg. 1(1)
- reg. 26(1)(a) word omitted by S.I. 2013/783 art. 11(3)(a)
- reg. 26(1)(b) word substituted by S.I. 2014/549 Sch. 1 para. 28(3)(a)
- reg. 26(2) word substituted by S.I. 2014/549 Sch. 1 para. 28(3)(a)
- reg. 27 coming into force by S.I. 2000/2334 reg. 1(1)
- reg. 27 word substituted by S.I. 2014/549 Sch. 1 para. 28(5)
- reg. 27(1) word substituted by S.I. 2013/783 art. 11(5)(a)
- reg. 27(2) words omitted by S.I. 2013/783 art. 11(5)(b)
- reg. 28 coming into force by S.I. 2000/2334 reg. 1(1)
- reg. 28 word substituted by S.I. 2014/549 Sch. 1 para. 28(6)
- reg. 28 heading word substituted by S.I. 2014/549 Sch. 1 para. 28(6)
- reg. 28 words omitted by S.I. 2013/783 art. 11(6)
- reg. 29 coming into force by S.I. 2000/2334 reg. 1(1)
- reg. 29 word substituted by S.I. 2014/549 Sch. 1 para. 28(7)(a)
- reg. 29 word substituted by S.I. 2014/549 Sch. 1 para. 28(7)(b)
- reg. 29(2) words inserted by S.I. 2013/783 art. 11(7)

Changes and effects yet to be applied to the whole Instrument associated Parts and Chapters:

Whole provisions yet to be inserted into this Instrument (including any effects on those provisions):

- reg. 6(4)(5) inserted by S.I. 2004/2095 reg. 25(4)
- reg. 26(1)(c) and word inserted by S.I. 2013/783 art. 11(3)(b)
- reg. 26(1)(c) word substituted by S.I. 2014/549 Sch. 1 para. 28(3)(b)
- reg. 26A inserted by S.I. 2013/783 art. 11(4)
- reg. 26A word substituted by S.I. 2014/549 Sch. 1 para. 28(4)
- reg. 26A heading word substituted by S.I. 2014/549 Sch. 1 para. 28(4)