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STATUTORY INSTRUMENTS

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**2000 No. 2334**

**The Consumer Protection (Distance Selling) Regulations 2000**

**Information required prior to the conclusion of the contract**

7.—(1) Subject to paragraph (4), in good time prior to the conclusion of the contract the supplier shall—

- (a) provide to the consumer the following information—
  - (i) the identity of the supplier and, where the contract requires payment in advance, the supplier's address;
  - (ii) a description of the main characteristics of the goods or services;
  - (iii) the price of the goods or services including all taxes;
  - (iv) delivery costs where appropriate;
  - (v) the arrangements for payment, delivery or performance;
  - (vi) the existence of a right of cancellation except in the cases referred to in regulation 13;
  - (vii) the cost of using the means of distance communication where it is calculated other than at the basic rate;
  - (viii) the period for which the offer or the price remains valid; and
  - (ix) where appropriate, the minimum duration of the contract, in the case of contracts for the supply of goods or services to be performed permanently or recurrently;
- (b) inform the consumer if he proposes, in the event of the goods or services ordered by the consumer being unavailable, to provide substitute goods or services (as the case may be) of equivalent quality and price; and
- (c) inform the consumer that the cost of returning any such substitute goods to the supplier in the event of cancellation by the consumer would be met by the supplier.

(2) The supplier shall ensure that the information required by paragraph (1) is provided in a clear and comprehensible manner appropriate to the means of distance communication used, with due regard in particular to the principles of good faith in commercial transactions and the principles governing the protection of those who are unable to give their consent such as minors.

(3) Subject to paragraph (4), the supplier shall ensure that his commercial purpose is made clear when providing the information required by paragraph (1).

(4) In the case of a telephone communication, the identity of the supplier and the commercial purpose of the call shall be made clear at the beginning of the conversation with the consumer.