At ME Research UK, we want you to be happy with your purchases.

If you receive cards from us that are in any way damaged or substandard then we will be happy to replace them. However, the following points outline your rights under the Consumer Contracts Regulations and describe what to do if you find that the order is unsatisfactory in any way.

Right to cancel

You have the right to cancel this contract for the supply of Christmas cards and/or notecards 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 as indicated by you acquires, physical possession of the goods. In the case of an order of multiple packs, the cancellation period will expire after 14 days from the day on which you acquire, or a third party other than the carrier as indicated by you, acquires physical possession of the last pack.

To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, fax or e-mail). **You may use the enclosed model cancellation form, but it is not obligatory**. We can be contacted at -

ME Research UK,
PO Box 19691, Greenock, PA15 9FA

Telephone No 01738 451234. E –mail contact@meresearch.org.uk

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.

Effects of cancellation

If you cancel this contract, we will reimburse to you all payments received from you for the cards ordered, including the costs of delivery (except for the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us). As a charity, ME Research UK, is unable to refund any donation – only the card and delivery costs. We may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you. We will make the reimbursement without undue delay, and not later than-(a) 14 days after the day we receive back from you any goods supplied, or (b) (if earlier) 14 days after the day you provide evidence that you have returned the goods, or (c) if there were no goods supplied, 14 days after the day on which we are informed about your decision to cancel this contract. We will make the reimbursement 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 reimbursement.

We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You shall send back the goods or hand them over to us at PO Box 19691, Greenock, PA15 9FA without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation from this 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.

ME Research UK
PO Box 19691
Greenock
PA15 9FA

Dear ME Research UK,

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract of sale of the following goods ordered on_____ [*] received on _____ [*]

_____ Name of customer(s)

_____ Address of customer(s)
_____
_____
_____

_____ Signature of customer

_____ Signature of customer

_____ Date