

## **LIST OF INFORMATION REQUIRED TO BE PROVIDED BY TRADERS**

### **TO DISTANCE OR AT HOME/DOORSTEP CONSUMERS**

1. Clear information about the main characteristics/purposes of the product or service. Functionality of digital content and any compatibility requirements for use and enjoyment of digital content.
2. The name of your business, its legal identity, a geographical address and registered office address, telephone number, fax number and email address.
3. Whether or not the trader acts as an agent for another and if so that seller's identity and details.
4. The total price, including taxes (or how that price will be calculated if not certain at the time of sale). All delivery and associated or ancillary costs. The billing period costs (or method of calculation of charges) for ongoing contracts or subscriptions. Conditions for financial deposits or other financial guarantees to be provided by the consumer. Any charges for the performance or conclusion of the contract by distance communication, at standard rates.
5. Clear indication of the method and arrangements for payment, delivery (including time of delivery) or performance.
6. Details about the duration of the contract, including any minimum term and how to terminate or extend the contract (if extension permitted).
7. Complaints handling procedure, after sales service or assistance given and any guarantees or warranties provided.
8. The consumer's right to cancel, including any conditions, time limits and procedures (such as where to find the model form for cancellation). Information about when rights to cancel may be lost and any costs of and procedures for returns.
9. A reminder to the consumer that the goods or services must conform to the promises made in the contract.
10. The existence of any codes of conduct for the trader and where to find them or obtain copies. Details of any out of court dispute settlement or complaint redress protocols the trader is subject to or has provided and clear methods of how to access them.