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STATUTORY INSTRUMENTS

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**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
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

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**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