
STATUTORY INSTRUMENTS

2002 No. 2013

The Electronic Commerce (EC Directive) Regulations 2002

Placing of the order

11.—(1) Unless parties who are not consumers have agreed otherwise, where the recipient of the service places his order through technological means, a service provider shall—

- (a) acknowledge receipt of the order to the recipient of the service without undue delay and by electronic means; and
- (b) make available to the recipient of the service appropriate, effective and accessible technical means allowing him to identify and correct input errors prior to the placing of the order.

(2) For the purposes of paragraph (1)(a) above—

- (a) the order and the acknowledgement of receipt will be deemed to be received when the parties to whom they are addressed are able to access them; and
- (b) the acknowledgement of receipt may take the form of the provision of the service paid for where that service is an information society service.

(3) The requirements of paragraph (1) above shall not apply to contracts concluded exclusively by exchange of electronic mail or by equivalent individual communications.