

---

STATUTORY INSTRUMENTS

---

**2013 No. 3134**

**CONSUMER PROTECTION**

**The Consumer Contracts (Information, Cancellation  
and Additional Charges) Regulations 2013**

*Made - - - - 11th December 2013*  
*Laid before Parliament 13th December 2013*  
*Coming into force 13th June 2014*

**THE CONSUMER CONTRACTS (INFORMATION, CANCELLATION  
AND ADDITIONAL CHARGES) REGULATIONS 2013**

PART 1

1. Citation and commencement
2. Regulations superseded
3. Review
4. “Consumer” and “trader”
5. Other definitions
6. Limits of application: general

PART 2

CHAPTER 1

7. Application of Part 2
8. Making information etc available to a consumer
9. Information to be provided before making an on-premises contract
10. Information to be provided before making an off-premises contract
11. Provision of information in connection with repair or maintenance contracts
12. Provision of copy or confirmation of off-premises contracts
13. Information to be provided before making a distance contract
14. Requirements for distance contracts concluded by electronic means
15. Telephone calls to conclude a distance contract
16. Confirmation of distance contracts
17. Burden of proof in relation to off-premises and distance contracts

- 18. Effect on contract of failure to provide information

## CHAPTER 2

- 19. Offence relating to the failure to give notice of the right to cancel
- 20. Defence of due diligence
- 21. Liability of persons other than the principal offender
- 22. Offences committed by bodies of persons
- 23. Duty to enforce
- 24. Powers of investigation
- 25. Obstruction of authorised officers
- 26. Freedom from self-incrimination

## PART 3

- 27. Application of Part 3
- 28. Limits of application: circumstances excluding cancellation
- 29. Right to cancel
- 30. Normal cancellation period
- 31. Cancellation period extended for breach of information requirement
- 32. Exercise of the right to withdraw or cancel
- 33. Effect of withdrawal or cancellation
- 34. Reimbursement by trader in the event of withdrawal or cancellation
- 35. Return of goods in the event of cancellation
- 36. Supply of service in cancellation period
- 37. Supply of digital content in cancellation period
- 38. Effects of withdrawal or cancellation on ancillary contracts

## PART 4

- 39. Inertia selling
- 40. Additional payments under a contract
- 41. Help-line charges over basic rate

## PART 5

- 42. Time for delivery of goods
- 43. Passing of risk

## PART 6

- 44. Complaints
- 45. Orders to secure compliance
- 46. Notification of undertakings and orders to the CMA

## PART 7

- 47. Consequential amendments  
Signature

SCHEDULE 1 — Information relating to on-premises contracts

SCHEDULE 2 — Information relating to distance and off-premises contracts

SCHEDULE 3 — Information about the exercise of the right to cancel

SCHEDULE 4 — Consequential amendments

1. Unsolicited Goods and Services Act 1971
2. Consumer Credit Act 1974
3. Companies Act 1985
4. Financial Services (Distance Marketing) Regulations 2004
5. Supply of Extended Warranties on Domestic Electrical Goods Order 2005
6. Companies Act 2006
7. Waste Electrical & Electrical Equipment Regulations 2006
8. Legislative and Regulatory Reform (Regulatory Functions) Order 2007
9. Consumer Protection from Unfair Trading Regulations 2008
10. Payment Services Regulations 2009
11. Co-ordination of Regulatory Enforcement (Regulatory Functions in Scotland and Northern Ireland) Order 2009
12. Waste Batteries and Accumulators Regulations 2009
13. Unsolicited Services (Trade and Business Directories) Act (Northern Ireland) 2010
14. Postal Services Act 2011 (Disclosure of Information) Order 2012
15. Consumer Rights (Payment Surcharges) Regulations 2012
16. Enterprise Act (Part 8 Domestic Infringements) Order 2013

Explanatory Note