
STATUTORY INSTRUMENTS

2013 No. 3134

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

PART 2

Information requirements

CHAPTER 1

Provision of information

Information to be provided before making a distance contract

- 13.**—(1) Before the consumer is bound by a distance contract, the trader—
- (a) must give or make available to the consumer the information listed in Schedule 2 in a clear and comprehensible manner, and in a way appropriate to the means of distance communication used, and
 - (b) if a right to cancel exists, must give or make available to the consumer a cancellation form as set out in part B of Schedule 3.
- (2) In so far as the information is provided on a durable medium, it must be legible.
- (3) The information referred to in paragraphs (l), (m) and (n) of Schedule 2 may be provided by means of the model instructions on cancellation set out in part A of Schedule 3; and a trader who has supplied those instructions to the consumer, correctly filled in, is to be treated as having complied with paragraph (1) in respect of those paragraphs.
- (4) Where a distance contract is concluded through a means of distance communication which allows limited space or time to display the information—
- (a) the information listed in paragraphs (a), (b), (f), (g), (h), (l) and (s) of Schedule 2 must be provided on that means of communication in accordance with paragraphs (1) and (2), but
 - (b) the other information required by paragraph (1) may be provided in another appropriate way.
- (5) If the trader has not complied with paragraph (1) in respect of paragraph (g), (h) or (m) of Schedule 2, the consumer is not to bear the charges or costs referred to in those paragraphs.
- (6) Any information that the trader gives the consumer as required by this regulation is to be treated as included as a term of the contract.
- (7) A change to any of that information, made before entering into the contract or later, is not effective unless expressly agreed between the consumer and the trader.