

## Our terms

### 1. THESE TERMS

- 1.1 **What these terms cover.** These are the terms and conditions on which we supply products and services to you.
- 1.2 **Why you should read them.** Please read these terms carefully before you submit your order to us. These terms tell you who we are, how we will provide products to you, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these terms, please contact us to discuss.
- 1.3 **Are you a business customer or a consumer?** In some areas you will have different rights under these terms depending on whether you are a business or consumer. You are a consumer if:
- You are an individual.
  - You are buying products from us wholly or mainly for your personal use (not for use in connection with your trade, business, craft or profession).
- 1.4 **If you are a business customer this is our entire agreement with you.** If you are a business customer these terms constitute the entire agreement between us in relation to your purchase. You acknowledge that you have not relied on any statement, promise, representation, assurance or warranty made or given by or on behalf of us which is not set out in these terms and that you shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in this agreement.

### 2. INFORMATION ABOUT US AND HOW TO CONTACT US

- 2.1 **Who we are.** We are MT13 Ltd a company registered in England and Wales. Our company registration number is 07680354 and our registered office is at Meadowside, Park Road, Plumtree Park, Nottingham, NG12 5LX
- 2.2 **How to contact us.** You can contact us by telephoning our customer service team by writing to us at info@mt13.co.uk or Meadowside, Park Road, Plumtree Park, Nottingham, NG12 5LX
- 2.3 **How we may contact you.** If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order.
- 2.4 **"Writing" includes emails.** When we use the words "writing" or "written" in these terms, this includes emails.

### 3. **OUR CONTRACT WITH YOU**

- 3.1 **How we will accept your order.** Our acceptance of your order will take place when we email you to accept it, at which point a contract will come into existence between you and us.
- 3.2 **If we cannot accept your order.** If we are unable to accept your order, we will inform you of this in writing and will not charge you for the product. This might be because the product is out of stock, because of unexpected limits on our resources which we could not reasonably plan for, because we have identified an error in the price or description of the product or because we are unable to meet a delivery deadline you have specified.
- 3.3 **Your order number.** We will assign an order number to your order and tell you what it is when we accept your order. It will help us if you can tell us the order number whenever you contact us about your order.
- 3.4 **We only sell to the UK.** Our website is solely for the promotion of our products in the UK. Unfortunately, we do not accept orders from addresses outside the UK.

### 4. **OUR PRODUCTS**

- 4.1 **Products may vary slightly from their pictures.** The images of the products on our website are for illustrative purposes only. Although we have made every effort to display the colours accurately, we cannot guarantee that a device's display of the colours accurately reflects the colour of the products. Your product may vary slightly from those images.
- 4.2 **Product packaging may vary.** The packaging of the product may vary from that shown in images on our website.
- 4.3 **Making sure your personalisation requirements are accurate.** If we are making the product to your requirements, for example personalising the product with your information or logo, you are responsible for ensuring that the information you give to us for the personalisation is correct.

### 5. **YOUR RIGHTS TO MAKE CHANGES**

- 5.1 **Change to a product.** If you wish to make a change to a product you have ordered please contact us. We will let you know if the change is possible. If it is possible we will let you know about any changes to the price of the product, the timing of supply or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change.
- 5.2 **Change to a booking.** If you wish to make a change to a booking for one of our services you have ordered please contact us. We will let you know if the change is possible. Generally, if your request is made more than 30 days in advance of the

service being provided to you, we will be happy to make the change. If your request is made between 7 and 30 days prior to the service being provided to you, we will try to accommodate your request but cannot guarantee that we will be able to do so. If your request is made less than 7 days prior to the service being provided to you, we may not be able to accommodate your request. In all cases, if it is possible we will let you know about any changes to the price of the booking, the timing or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change.

## 6. **OUR RIGHTS TO MAKE CHANGES**

6.1 **Minor changes to the products.** We may change the product:

6.1.1 to reflect changes in relevant laws and regulatory requirements; and

6.1.2 to implement minor technical adjustments and improvements, for example to address a security threat. These changes will not affect your use of the product.

6.2 **Changes to services.** We may need to change the activities being provided for reasons beyond our control including, but not limited to, for example:

6.2.1 if there are not enough participants who have booked onto the relevant activity; or

6.2.2 if affected by adverse weather conditions.

## 7. **PROVIDING THE PRODUCTS AND SERVICES**

7.1 **Delivery costs.** The costs of delivery will be as displayed to you on our website.

7.2 **When we will provide the products.** During the order process we will let you know when we will provide the products to you.

7.2.1 **If the products are goods.** We will deliver the products to you as soon as reasonably possible and in any event within 30 days after the day on which we accept your order.

7.2.2 **If the products are services.** We will perform the services during the activity on the date(s) set out in the order.

7.3 **We are not responsible for delays outside our control.** If our supply of the products or services is delayed by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any products or services you have paid for but not received.

- 7.4 **Collection by you.** If you have asked to collect the products from us, you can collect them from us at a time and place to be agreed.
- 7.5 **If you are not at home when the product is delivered.** If no one is available at your address to take delivery and the products cannot be posted through your letterbox, we will leave you a note informing you of how to rearrange delivery or collect the products from a local depot.
- 7.6 **If you do not re-arrange delivery.** If you do not collect the products from us as arranged or if, after a failed delivery to you, you do not re-arrange delivery or collect them from a delivery depot we will contact you for further instructions and may charge you for storage costs and any further delivery costs. If, despite our reasonable efforts, we are unable to contact you or re-arrange delivery or collection we may end the contract and clause 10.2 will apply.
- 7.7 **If you do not allow us access to provide services.** If you do not allow us access to your premises, where relevant, to perform the services as arranged (and you do not have a good reason for this) we may charge you additional costs incurred by us as a result. If, despite our reasonable efforts, we are unable to contact you or re-arrange access to your premises we may end the contract and clause 10.2 will apply.
- 7.8 **When you become responsible for the products.** The products will be your responsibility from the time we deliver the products to the address you gave us or you (or a carrier organised by you) collects them from us.
- 7.9 **When you own products.** You own the products once we have received payment in full.
- 7.10 **What will happen if you do not give required information to us.** We may need certain information from you so that we can supply the products to you, for example, a delivery address. If so, this will have been stated in the description of the products on our website. We will contact you in writing to ask for this information. If you do not give us this information within a reasonable time of us asking for it, or if you give us incomplete or incorrect information, we may either end the contract (and clause 10.2 will apply) or make an additional charge of a reasonable sum to compensate us for any extra work that is required as a result. We will not be responsible for supplying the products late or not supplying any part of them if this is caused by you not giving us the information we need within a reasonable time of us asking for it.
- 7.11 **Reasons we may suspend the supply of products to you.** We may have to suspend the supply of a product to:
- 7.11.1 deal with technical problems or make minor technical changes;
  - 7.11.2 update the product to reflect changes in relevant laws and regulatory requirements;

- 7.11.3 make changes to the product as requested by you or notified by us to you (see clause 6).
- 7.12 **Your rights if we suspend the supply of products.** We will contact you in advance to tell you we will be suspending supply of the product, unless the problem is urgent or an emergency. You may contact us to end the contract for a product if we suspend it, or tell you we are going to suspend it, in each case for a period of more than 6 months and we will refund any sums you have paid in advance for the product in respect of the period after you end the contract.
- 7.13 **We may also suspend supply of the services if you do not pay.** If you do not pay us for the services when you are supposed to (see clause 14.4) and you still do not make payment within 7 days of us reminding you that payment is due, we may suspend supply of the services until you have paid us the outstanding amounts. We will contact you to tell you we are suspending supply of the services. As well as suspending the services we can also charge you interest on your overdue payments (see clause 14.6).

## 8. YOUR RIGHTS TO END THE CONTRACT

- 8.1 **You can always end your contract with us.** Your rights when you end the contract will depend on what you have bought, whether there is anything wrong with it, how we are performing, when you decide to end the contract and whether you are a consumer or business customer:
- 8.1.1 **If what you have bought is faulty or misdescribed you may have a legal right to end the contract** (or to get the product repaired or replaced or to get some or all of your money back), see clause 12 if you are a consumer and clause 13 if you are a business;
- 8.1.2 **If you want to end the contract because of something we have done or have told you we are going to do,** see clause 8.2;
- 8.1.3 **If you are a consumer and have just changed your mind,** see clause 8.3. You may be able to get a refund if you are within the cooling-off period, but this may be subject to deductions and you will have to pay the costs of return of any products;
- 8.1.4 **In all other cases (if we are not at fault and you are not a consumer exercising your right to change your mind),** see clause **Error! Unknown switch argument..**
- 8.2 **Ending the contract because of something we have done or are going to do.** If you are ending a contract for a reason set out at 8.2.1 to 8.2.5 below, the contract will end immediately and we will refund you in full for any products or services which have not been provided and you may also be entitled to compensation. The reasons are:

- 8.2.1 we have told you about an upcoming change to the product or service which you do not agree to (see clause 7);
  - 8.2.2 we have told you about an error in the price or description of the product or service you have ordered and you do not wish to proceed;
  - 8.2.3 there is a risk that supply of the products or service may be significantly delayed because of events outside our control;
  - 8.2.4 we have suspended supply of the products or services for technical reasons, or notify you we are going to suspend them for technical reasons, in each case for a period of more than 6 months; or
  - 8.2.5 you have a legal right to end the contract because of something we have done wrong.
- 8.3 **Exercising your right to change your mind if you are a consumer (Consumer Contracts Regulations 2013).** If you are a consumer then for most products and services bought online you have a legal right to change your mind within 14 days and receive a refund. These rights, under the Consumer Contracts Regulations 2013, are explained in more detail in these terms.
- 8.4 **When consumers do not have a right to change their minds.** Your right as a consumer to change your mind does not apply in respect of:
- 8.4.1 bespoke products which are made to order, for example when any personalisation is added;
  - 8.4.2 services, once these have been completed, even if the cancellation period is still running;
  - 8.4.3 products sealed for health protection or hygiene purposes, once these have been unsealed after you receive them; and
  - 8.4.4 any products which become mixed inseparably with other items after their delivery.
- 8.5 **How long do consumers have to change their minds?** If you are a consumer how long you have to change your mind depends on what you have ordered and how it is delivered.
- 8.5.1 **Have you bought services (for example, booked one of our coaching sessions)?** If so, you have 14 days after the day we email you to confirm we accept your order. However, once we have completed the services (e.g. you have attended the coaching session) you cannot change your mind, even if the cancellation period is still running. If you cancel after we have started the services (e.g. after we have started the coaching

session), you must pay us for the services provided up until the time you tell us that you have changed your mind.

In all other cases please see our cancellation terms for services at clause 8.7.

8.5.2 **Have you bought products?** If so, you have 14 days after the day you (or someone you nominate) receives the products, unless your products are split into several deliveries over different days. In this case you have until 14 days after the day you (or someone you nominate) receive the last delivery.

8.6 Ending the contract where we are not at fault and there is no right to change your mind. Even if we are not at fault and you are not a consumer who has a right to change their mind (see clause Error! Unknown switch argument.), you can still end the contract before it is completed, but you may have to pay us compensation. A contract for products is completed when the product is delivered and paid for. A contract for services is completed when we have finished providing the services and you have paid for them. If you want to end a contract before it is completed where we are not at fault and you are not a consumer who has changed their mind, just contact us to let us know. The contract will end immediately and we will refund any sums paid by you for products or services not provided but we may deduct from that refund (or, if you have not made an advance payment, charge you) reasonable compensation for the net costs we will incur as a result of your ending the contract.

8.7 If you have purchased services (e.g. booked one of our coaching sessions), the following cancellation terms apply:

Cancellation notice given before start date of services	Amount of fees payable by you (Deposits are non-refundable once paid)
31 days or more	0%*
7 – 30 days	50%**
Less than 7 days	100%***

\*We will refund you 100% **less** the deposit in the case of residentials. Deposits once paid are non-refundable in all cases.

\*\*We will issue a credit note to the value of 50% of the cost paid for the activity, **however we will retain the deposit in addition to this**. Deposits once paid are non-refundable in all cases.

\*\*\* We will refund / credit you 0% by retaining the balance paid and the deposit. Deposits once paid are non-refundable in all cases. The exception to this is for 1 to

1 bookings where with a minimum of 3 working days (Mon – Fri, 10am - 2pm) notice we will endeavour to find a replacement for you (or you can send a substitute yourself). Should no substitute be found we will retain a 75% cancellation charge but credit you the balance. If a substitute is found and attends in your slot, we will issue a credit note for the full amount paid.

For residentials we strongly recommend you take out appropriate insurance at the time of booking to cover you in the event that you need to cancel when there are less than 30 days to go to the residential taking place to help mitigate any losses you incur.

## 9. **HOW TO END THE CONTRACT WITH US (INCLUDING IF YOU ARE A CONSUMER WHO HAS CHANGED THEIR MIND)**

9.1 **Tell us you want to end the contract.** To end the contract with us, please let us know by emailing us at [info@mt13.co.uk](mailto:info@mt13.co.uk). Please provide your name, home address, details of the order and, where available, your phone number and email address.

9.2 **Returning products after ending the contract.** If you end the contract for any reason after products have been dispatched to you or you have received them, you must return them to us. You must either return the products in person to where you bought them, post them back to us at Meadowside, Park Road, Plumtree Park, Nottingham, NG12 5LX. Please email customer services at [info@mt13.co.uk](mailto:info@mt13.co.uk) for a return label or to arrange collection. If you are a consumer exercising your right to change your mind you must send off the products within 14 days of telling us that you wish to end the contract.

9.3 **When we will pay the costs of return.** We will pay the costs of return:

9.3.1 if the products are faulty or misdescribed;

9.3.2 if you are ending the contract because we have told you of an upcoming change to the product, an error in pricing or description, a delay in delivery due to events outside our control or because you have a legal right to do so as a result of something we have done wrong.

In all other circumstances (including where you are a consumer exercising your right to change your mind) you must pay the costs of return.

9.4 **What we charge for collection.** If you are responsible for the costs of return and we are collecting the product from you, we will charge you the direct cost to us of collection.

9.5 **How we will refund you.** If you are entitled to a refund under these terms we will refund you the price you paid for the products including delivery costs, or services, by



the method you used for payment. However, we may make deductions from the price, as described below.

9.6 **When we may make deduction from refunds if you are a consumer exercising your right to change your mind.** If you are exercising your right to change your mind:

9.6.1 We may reduce your refund of the price (excluding delivery costs) to reflect any reduction in the value of the products, if this has been caused by your handling them in a way which would not be permitted in a shop. If we refund you the price paid before we are able to inspect the products and later discover you have handled them in an unacceptable way, you must pay us an appropriate amount.

9.6.2 Where the product is a service, we may deduct from any refund an amount for the supply of the service for the period for which it was supplied, ending with the time when you told us you had changed your mind. The amount will be in proportion to what has been supplied, in comparison with the full coverage of the contract.

9.7 **When your refund will be made.** We will make any refunds due to you as soon as possible.

If you are a consumer exercising your right to change your mind then:

9.7.1 If we have not offered to collect the product, your refund will be made within 14 days from the day on which we receive the product back from you or, if earlier, the day on which you provide us with evidence that you have sent the product back to us. For information about how to return a product to us, see clause 9.2.

9.7.2 In all other cases, your refund will be made within 14 days of your telling us you have changed your mind

10. **OUR RIGHTS TO END THE CONTRACT**

10.1 **We may end the contract if you break it.** We may end the contract for a product at any time by writing to you if:

10.1.1 you do not make any payment to us when it is due;

10.1.2 you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the products;

10.1.3 you do not, within a reasonable time, allow us to deliver the products to you or collect them from us; or

10.1.4 you do not, within a reasonable time, allow us access to your premises to supply the services.

10.2 **You must compensate us if you break the contract.** If we end the contract in the situations set out in clause 10.1 we will refund any money you have paid in advance for products we have not provided but we may deduct or charge you reasonable compensation for the net costs we will incur as a result of your breaking the contract.

10.3 **We may end the contract for services.** We may end the contract for services if we are prevented from supplying the services due to reasons beyond our control, for example, if we have to cancel a coaching session because of adverse weather conditions.

## 11. IF THERE IS A PROBLEM WITH THE PRODUCT

11.1 **How to tell us about problems.** If you have any questions or complaints about the product, please contact us. You can write to us at [info@mt13.co.uk](mailto:info@mt13.co.uk) or Meadowside, Park Road, Plumtree Park, Nottingham, NG12 5LX

## 12. YOUR RIGHTS IN RESPECT OF DEFECTIVE PRODUCTS IF YOU ARE A CONSUMER

12.1 If you are a consumer we are under a legal duty to supply products that are in conformity with this contract. See the box below for a summary of your key legal rights in relation to the products. Nothing in these terms will affect your legal rights.

### Summary of your key legal rights

This is a summary of your key legal rights. These are subject to certain exceptions. For detailed information please visit the Citizens Advice website [www.adviceguide.org.uk](http://www.adviceguide.org.uk) or call 03454 04 05 06.

**If you have ordered products.** The Consumer Rights Act 2015 says products must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product your legal rights entitle you to the following:

a) Up to 30 days: if your products are faulty, then you can get an immediate refund.

b) Up to six months: if your products can't be repaired or replaced, then you're entitled to a full refund, in most cases.

c) Up to six years: if your products do not last a reasonable length of time you may be entitled to some money back.

See also clause 8.3 about the right to change your mind.

**If you have ordered services,** for example booked a place on one of our coaching sessions, the Consumer Rights Act 2015 says:

a) You can ask us to repeat or fix a service if it's not carried out with reasonable care and skill, or get

some money back if we can't fix it.

b) If you haven't agreed a price beforehand, what you're asked to pay must be reasonable.

c) If you haven't agreed a time beforehand, it must be carried out within a reasonable time.

See also clause 8.2.

12.2 **Your obligation to return rejected products.** If you wish to exercise your legal rights to reject products you must either return them in person to where you bought them, post them back to us or (if they are not suitable for posting) allow us to collect them from you. We will pay the costs of postage or collection. Please email us at [info@mt13.co.uk](mailto:info@mt13.co.uk) for a return label or to arrange collection.

### 13. YOUR RIGHTS IN RESPECT OF DEFECTIVE PRODUCTS IF YOU ARE A BUSINESS

13.1 If you are a business customer, as the product is not manufactured by us, so far as we are able, we shall give to you the benefit of any express warranty or guarantee given by the manufacturer to us.

13.2 Except as provided in this clause 13, we shall have no liability to you in respect of a product's failure to comply with any warranty provided by the manufacturer as set out in clause 13.1.

### 14. PRICE AND PAYMENT

14.1 **Where to find the price for the product.** The price of the product (which includes VAT) will be the price indicated on the order pages when you placed your order. We take all reasonable care to ensure that the price of the product advised to you is correct. However please see clause 14.3 for what happens if we discover an error in the price of the product you order.

14.2 **We will pass on changes in the rate of VAT.** If VAT applies to the product you are purchasing and the rate of VAT changes between your order date and the date we supply the product, we will adjust the rate of VAT that you pay, unless you have already paid for the product in full before the change in the rate of VAT takes effect.

14.3 **What happens if we got the price wrong.** It is always possible that, despite our best efforts, some of the products we sell may be incorrectly priced. We will normally check prices before accepting your order so that, where the product's correct price at your order date is less than our stated price at your order date, we will charge the lower amount. If the product's correct price at your order date is higher than the price stated to you, we will contact you for your instructions before we accept your order. If we accept and process your order where a pricing error is obvious and unmistakable and could reasonably have been recognised by you as a mispricing, we may end the contract, refund you any sums you have paid and require the return of any products provided to you.

- 14.4 **When you must pay and how you must pay.** We accept payment with all major credit and debit card providers via our payment service provider and, where we agree in advance with you in writing, by BACs transfer or cheque.
- 14.4.1 **For products,** you must pay at the time when you place your order and before we dispatch the products to you.
- 14.4.2 **For services,** you must pay the required deposit at the time when you place your order and the balance at least 30 days in advance of the services start date. Subject to your right to change your mind (see clause 8.3), the deposit payable is non-refundable. If you do not pay the balance in full when due, you will lose your place on the activity.
- 14.5 **Set-off if you are a business customer.** If you are a business customer you must pay all amounts due to us under these terms in full without any set-off, counterclaim, deduction or withholding (other than any deduction or withholding of tax as required by law).
- 14.6 **We can charge interest if you pay late.** If you do not make any payment to us by the due date we may charge interest to you on the overdue amount at the rate of 2% a year above the base lending rate of the Bank of England from time to time. This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You must pay us interest together with any overdue amount.
- 14.7 **What to do if you think an invoice is wrong.** If you think an invoice is wrong please contact us promptly to let us know. You will not have to pay any interest until the dispute is resolved. Once the dispute is resolved we will charge you interest on correctly invoiced sums from the original due date.
15. **OUR RESPONSIBILITY FOR LOSS OR DAMAGE SUFFERED BY YOU IF YOU ARE A CONSUMER**
- 15.1 **We are responsible to you for foreseeable loss and damage caused by us.** If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process.
- 15.2 **We do not exclude or limit in any way our liability to you where it would be unlawful to do so.** This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the products as summarised at clause 12.1 and for defective products under the Consumer Protection Act 1987.

15.3 **We are not liable for business losses.** If you are a consumer we only supply the products for to you for domestic and private use. If you use the products for any commercial, business or re-sale purpose our liability to you will be limited as set out in clause 16.

16. **OUR RESPONSIBILITY FOR LOSS OR DAMAGE SUFFERED BY YOU IF YOU ARE A BUSINESS**

16.1 Nothing in these terms shall limit or exclude our liability for:

16.1.1 death or personal injury caused by our negligence, or the negligence of our employees, agents or subcontractors (as applicable);

16.1.2 fraud or fraudulent misrepresentation;

16.1.3 breach of the terms implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982;

16.1.4 defective products under the Consumer Protection Act 1987; or

16.1.5 any matter in respect of which it would be unlawful for us to exclude or restrict liability.

16.2 Except to the extent expressly stated in clause 13.1 all terms implied by sections 13 to 15 of the Sale of Goods Act 1979 and sections 3 to 5 of the Supply of Goods and Services Act 1982 are excluded.

16.3 Subject to clause 16.1:

16.3.1 we shall not be liable to you, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with any contract between us; and

16.3.2 our total liability to you for all other losses arising under or in connection with any contract between us, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall be limited to the total sums paid by you for the products and/or services under that contract.

17. **HOW WE MAY USE YOUR PERSONAL INFORMATION**

**How we will use your personal information.** We will only use your personal information as set out in our Privacy Policy

## 18. OTHER IMPORTANT TERMS

- 18.1 **We may transfer this agreement to someone else.** We may transfer our rights and obligations under these terms to another organisation. We will contact you to let you know if we plan to do this. If you are unhappy with the transfer you may contact us to end the contract within 7 days of us telling you about it and we will refund you any payments you have made in advance for products not provided.
- 18.2 **You need our consent to transfer your rights to someone else.** You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing.
- 18.3 **Nobody else has any rights under this contract.** This contract is between you and us. No other person shall have any rights to enforce any of its terms.
- 18.4 **If a court finds part of this contract illegal, the rest will continue in force.** Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 18.5 **Even if we delay in enforcing this contract, we can still enforce it later.** If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you but we continue to provide the products, we can still require you to make the payment at a later date.
- 18.6 **Which laws apply to this contract and where you may bring legal proceedings if you are a consumer.** These terms are governed by English law and you can bring legal proceedings in respect of the products in the English courts. If you live in Scotland you can bring legal proceedings in respect of the products in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in respect of the products in either the Northern Irish or the English courts.
- 18.7 **Alternative dispute resolution if you are a consumer.** Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. If you are a consumer and are not happy with how we have handled any complaint, you may want to contact the alternative dispute resolution provider we use. Please note that disputes may be submitted for online resolution to the [European Commission Online Dispute Resolution](#) platform.
- 18.8 **Which laws apply to this contract and where you may bring legal proceedings if you are a business.** If you are a business, any dispute or claim arising out of or in connection with a contract between us or its subject matter or formation (including

non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales and the courts of England and Wales shall have exclusive jurisdiction to settle any such dispute or claim.

## Schedule 1

Model Cancellation Form for consumer customers

*(Complete and return this form only if you wish to withdraw from the contract)*

To MT13 Ltd  
Meadowside,  
Park Road,  
Plumtree Park,  
Nottingham,  
NG12 5LX

I/We [\*] hereby give notice that I/We [\*] cancel my/our [\*] contract of sale of the following products [\*]  
/ for the supply of the following services [\*]

Ordered on [\*/received on [\*],

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date

[\*] Delete as appropriate