

# WONDERS OF THE PEAK SHOP

## **Customer Order Cancellation Notification**

Dear Wonders of the Peak Shop, c/o Heritage Digital Ltd.

I wish to exercise my statutory right under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 to cancel or return an online order within 14 calendar days.

### **Key facts**

The 14-day timeframe starts from the date you receive your goods.

You may open and inspect items – but may not use them if you intend to return them.

We reserve the right to charge a 20% fee on the price of the item if you have used it beyond reasonable inspection.

You must cover all costs of returning an item to us and you remain liable for the goods until we receive them. (We recommend you use an insured, tracked service).

Refunds will be issued within 14 days of us receiving your returned item, or notice of cancellation if items have not yet been posted to you.

**Made to order and personalised items are exempt from this right to cancel.**

### **Notice of cancellation**

Customer name:

Order number:

Contact phone number:

Email address:

Reason for cancelling your order:

I wish to cancel the above order and contract of sale with Heritage Digital Ltd and accept the terms of cancellation and return set out in the key facts section.

Signed:

Date:

### **How to return this form**

You may scan this form and email it to: [shop@wondersofthepeak.co.uk](mailto:shop@wondersofthepeak.co.uk)

You may post this form to Wonders of the Peak Shop, c/o Heritage Digital Ltd, 1 Kayes Walk Nottingham, NG1 1PY.

If you have any queries please call us on 0115 838 6175 Mon- Fri 9am to 5:30pm.