

Terms & Conditions Template

PrestaShopCompliance.com

EU compliance for merchants

A fill-in framework covering the pre-contract information every online trader must give consumers

Terms & Conditions

These Terms & Conditions set out the basis on which we sell goods and services to consumers. They are drafted to reflect the pre-contract information required by the Consumer Rights Directive 2011/83/EU. Complete each field below before publishing the document on your website.

1. Who we are

You must give consumers your identity and the details needed to contact you quickly and efficiently.

Trading name:

Legal form and registration number:

Registered/geographical address:

Telephone number:

Email address:

2. What we sell

Describe the main characteristics of the goods or services to the extent appropriate to the medium and to the products concerned.

Main characteristics of the goods or services:

3. Price and payment

State the total price of the goods or services inclusive of all taxes, together with any additional delivery, freight, postal or other charges. Where a charge cannot be reasonably calculated in advance, state that it may be payable.

Total price (including all taxes):

Delivery and other additional charges:

Accepted payment methods and when payment is taken:

4. Delivery and performance

Set out the arrangements for delivery and the time by which you undertake to deliver the goods or perform the service.

Delivery arrangements:

Time limit for delivery or performance:

5. Right of withdrawal

For distance and off-premises contracts, consumers generally have 14 days to withdraw without giving any reason. State how the period is calculated, how to exercise the right and the consequences.

How to notify us of a withdrawal:

Who bears the cost of returning the goods:

Where no right of withdrawal applies, or where it may be lost, you must inform the consumer of this.

6. Model withdrawal form

Provide the model withdrawal form so consumers can use it if they wish. Consumers are not obliged to use this form.

To (trader name, address, email):

I/We hereby give notice that I/We withdraw from my/our contract of sale of the following goods/service:

Ordered on / received on:

Consumer name, address, signature and date:

7. Legal guarantee of conformity

Goods must be in conformity with the contract. Consumers have a legal guarantee of conformity independent of any commercial guarantee you may offer.

Summary of the legal guarantee and how to claim under it:

Details of any commercial guarantee or after-sales service:

8. Complaints

Explain how consumers can raise a complaint and how it will be handled.

Complaints contact and procedure:

9. Subscriptions and recurring contracts

For contracts of indeterminate duration or those that are automatically extended, state the duration and the conditions for terminating the contract.

Contract duration:

Conditions and notice period for termination:

10. Governing terms

Governing law and jurisdiction:

Date these Terms take effect:

This template is a starting point and not legal advice. Review it against your business, your Member State's implementing rules and any sector-specific requirements before use.