



QVC Cancellation Form

You can use this form to cancel an order you place with QVC. You do not have to use it. For other ways of cancelling an order, see qvcuk.com or the delivery note that accompanied your order.

To: QVC, Dept R (cancellations),
QVC Customer Operations Centre,
South Boundary Road,
Knowsley Industrial Estate,
Knowsley,
Liverpool L70 2QA

Telephone: 0800 51 41 31

I hereby give notice that I cancel my contract of sale for the following goods:

<i>Order Date</i>	<i>Order Number</i>	<i>Order Received Date</i>	<i>Item number</i>	<i>Description of Goods</i>	<i>Quantity</i>

Your Name:

QVC Membership Number:

Your address:

Your signature:

Date:

Details of your statutory cancellation rights

- 1.1 You have a statutory right to cancel your purchase within 14 days of receiving the products (subject to the exceptions stated below).
- 1.2 You can cancel by sending us the cancellation form provided at www.qvcuk.com or by writing to us at Dept R (Cancellations), QVC, South Boundary Road, Liverpool, L70 2QA; via email (please use our online form at www.qvcuk.com); or over the phone on 0800 51 41 31. You should keep evidence of having given notice of cancellation.
- 1.3 You must return the products to us (at your own risk and cost) within 14 days of notifying us of your cancellation in accordance with the return instructions and invoice enclosed with your order.
- 1.4 The products must be returned unused with the original packaging. If the products are unsuitable for return by post, you will be responsible for the cost of couriering them to us; if you contact Customer Services we will try to provide you with an estimate of the courier cost.
- 1.5 We will ordinarily refund the full purchase price together with the standard delivery charge paid within 14 days of receiving the returned products or proof of postage. If you chose to pay for express delivery, we will only refund the cost of standard delivery.
- 1.6 You must, however, take care of the products before you return them. We may reduce the amount we refund to you if you use them, damage them or otherwise do something beyond what is reasonably necessary to examine them that reduces their resale value.
- 1.7 You do not have the legal right to cancel the following items: (i) perishable products e.g. food or flowers; (ii) audio/video recordings, DVDs or computer software that you have removed from the sealed packaging in which they were delivered to you; (iii) products made to your own specification; (iv) periodicals or magazines; and (v) sealed goods which are not suitable for return due to health protection or hygiene reasons that you have removed from the sealed packaging.