

# Customer order cancellation notification

Dear Visit London Shop, c/o Internova UK 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 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 Internova UK 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: [visitlondonshop@internova.co.uk](mailto:visitlondonshop@internova.co.uk)

You may post this form to Customer Services, Internova UK Ltd., Unit 4 Provident Works, Newdigate Street, Nottingham, NG7 4FD.

If you have any queries please call us on 0800 952 0089 Mon- Fri 9am to 5:30pm.