

PHILIP MORRIS & SON

The home & country department store

Est. 1845

To:
Philip Morris & Son
21-23 Widemarsh Street
Hereford
HR49EE
customerservice@philipmorrisdirect.co.uk

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

.....
.....
.....
.....

Date Ordered Placed:

Date Delivery Received*:

Order number:

Customer Name:

Customer Address:

.....
.....

Customer Signature (only if this form is notified on paper)

.....

Today's Date:

*If applicable to you

Instructions for Cancellation

Right to cancel

You have the right to cancel this contract within 14 days without giving any reason.

The cancellation period will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods.

To exercise the right to cancel, you must inform us in writing either by post at: Philip Morris & Son, 21-23 Widemarsh Street, Hereford, HR4 9EE or via email customerservice@philipmorrisdirect.co.uk Please quote that it is your decision to cancel this contract in a clear statement (either by letter sent by post or e-mail). This cancellation form is for your optional use, but it is not obligatory.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

Effects of cancellation

If you cancel this contract, we will refund to you all payments received from you, including the costs of delivery.

We may make a reduction from the refund for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you.

We will make the refund without undue delay, and not later than:-

- (a) 14 days after the day we receive back from you any goods supplied, or
- (b) (If earlier) 14 days after the day you provide evidence that you have returned the goods, or
- (c) If there were no goods dispatched, 14 days after the day on which we are informed about your decision to cancel this contract.

We will make the refund using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the refund. We may withhold refund until we have received the goods back or you have supplied the evidence of having sent back the goods, whichever is the earliest.

You shall send back the goods without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired.

You the customer will bear the cost of returning the goods.

You are liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

*If applicable to you