

TERMS OF SALE

BACKGROUND:

Last updated on: 27/08/20205

These Terms of Sale, together with any and all other documents referred to, set out the terms under which Products are sold by Us to Consumers and businesses (“you” or “your”) through this Website, <https://www.ukdroneshop.com/> (“Our Website”). Please read these Terms of Sale carefully and make sure that you understand them before ordering any Products from Our Website. You will be required to read and accept these Terms of Sale prior to your payment being processed. If you do not agree to and be legally bound by these Terms of Sale, do not order Products through Our Website. All documents We provide to you are in the English language only.

1. Definitions and Interpretation

In these Terms of Sale, unless the context otherwise requires, the following expressions have the following meanings:

“Contract”

means a contract for the purchase and sale of Products, as explained in Part 8

“Consumer”

means a person that is purchasing Products from Our Website for personal use and not in the course of any trade, profession or business

“Data Protection Legislation”

means all applicable legislation in force from time to time in the United Kingdom applicable to data protection and privacy including, but not limited to, the UK GDPR (the retained EU law version of the General Data Protection Regulation ((EU) 2016/679), as it forms part of the law of England and Wales, Scotland, and Northern Ireland by virtue of section 3 of the European Union (Withdrawal) Act 2018); the Data Protection Act 2018 (and regulations made thereunder); the Data (Use and Access) Act 2025; and the Privacy and Electronic Communications Regulations 2003 as amended

“Order”

means your order for Products

“Products”

means the Products sold by Us through Our Website

“Purchase Confirmation”

means our acceptance and confirmation of your Order

“Order Number”

means the reference number for your Order

“We/Us/Our”

means UK Drone Shop Ltd a company registered in England under company number 11295003 with a registered office address of 4 Lines Lane, Castle Donington, Derby, DE74 0AG

2. Information About Us

Our Website <https://www.ukdroneshop.com> is owned and operated by Us.

3. How to Contact Us

3.1 To contact Us with general questions, about your Order, cancellations or complaints by email, please email Us at info@ukdroneshop.com and to contact Us by post, please write to Us at UK Drone Shop 4 Lines Lane, Castle Donington, Derby, United Kingdom, DE74 0AG

3.2 We provide the following contact tools for you on Our Website:

- Contact form

4. Access to Our Website and Use of Our Website

4.1 You will not be charged to access Our Site. However, some parts of Our Site require you to make a purchase and have access to an account area if you choose this option when purchasing Products.

- 4.2 It is your responsibility to make the arrangements necessary in order to access Our Website. Access is offered in its current state, without any warranties, and on an availability basis. We reserve the right to modify, suspend, or cease operations of Our Website, or any portion thereof, at any time and without prior notice. We shall not be held responsible for any inconvenience or harm caused if Our Website, or any segment of it, becomes inaccessible at any given time and for any duration.
- 4.3 Use of Our Website is subject to Our Website Terms of Use, available at [Terms of Use](#). Please ensure that you have read them carefully, that you understand, and that you agree to them.

5. **Changes to these Terms of Sale**

- 5.1 We may alter these Terms of Sale from time to time, for example, to reflect changes in relevant laws and regulatory requirements. If We do so, details will be highlighted at the top of this page. If the changes are likely to affect your Order, We will inform you in advance by email and you may contact Us to end the Contract before the changes take effect. If you end the Contract for this reason, you will receive a refund for any Products paid for but not received.
- 5.2 If any part of the current version of these Terms of Sale conflicts with any previous version(s), the current version shall prevail unless We explicitly state otherwise.

6. **Business and Consumer Customers**

- 6.1 These Terms of Sale apply to both business and Consumer customers purchasing Products in the course of business. Please note that the following Parts **do not apply** to you if you are a **business** customer: Part 14.1, Part 15, Part 16, Part 17, Part 18 and Part 20.1.
- 6.2 If you are a business customer, these Terms of Sale constitute the entire agreement between Us and you with respect to your purchase of Products from Us. You acknowledge that you have not relied upon any statement, representation, warranty, assurance, or promise made by or on behalf of Us that is not set out in these Terms of Sale and that you shall have no claim for innocent or negligent misrepresentation or negligent misstatement based upon any statement herein.

7. **International Customers**

We deliver Worldwide subject to Part 13.

8. **Products, Descriptions, and Changes**

- 8.1 We make all reasonable efforts to ensure that all descriptions and images of Products available from Us on Our Website match the actual Products. Please note:
- 8.1.1 We take all reasonable steps to ensure that the descriptions and visual depictions of Products provided by Us accurately reflect the actual Products. However, please be aware of the following:
- a) Product images are for illustration purposes only. Slight differences in colour, shape, and size may occur between the pictured product and the actual item sold. These variations can result from differences in production processes, compound colours used, computer screen displays, and lighting conditions.
 - b) Packaging images and/or descriptions are provided for illustration only. The actual packaging of Products may differ; and
 - c) Owing to the nature of the Products sold on Our Website, the size, dimensions, measurements, or Weight of the actual Products may differ by up to 5% from the description provided.
- 8.2 Please note that Part 8.1 does not exclude Our responsibility for mistakes due to Our negligence. It refers only to minor variations in the correct Products, not to different products altogether. If you receive Products that are not as described, please refer to Part 14.
- 8.3 Minor changes may be made to certain Products from time to time. This may happen between you placing your Order and the Products being dispatched. Minor changes may be made, for example, to reflect changes in relevant laws and regulatory requirements or to address particular technical or design issues. Minor changes will not change the main characteristics of the Products and will not affect your use of them.
- 8.4 As explained in the descriptions of certain Products, more significant changes may also be made to certain Products from time to time. If We make such changes, We will inform you and you may contact Us to end the Contract before the changes are made. If you end the Contract for this reason, you will receive a refund for any Products paid for but not received.

- 8.5 We may occasionally discontinue certain Products. If any Products you have purchased (whether as a one-off purchase or through a subscription) are affected by such a withdrawal, We will notify you in writing at least 7 days in advance. You will receive a full refund for any Products you have paid for but will not receive due to the withdrawal. Refunds will be processed within 14 calendar days of Our acceptance of your order, using the same payment method you used for the purchase.

9. Pricing

- 9.1 We take all reasonable care to ensure that the prices displayed on Our Website are accurate at the time they are published. We reserve the right to adjust prices and to introduce, modify, or withdraw special offers as needed. However, any price changes will not impact orders that you have already placed.
- 9.2 We are not currently VAT registered and, therefore, all prices shown on Our Website are the final price you will pay.
- 9.3 We verify all prices before accepting your Order. In the unlikely event of incorrect pricing information being displayed, We will notify you in writing to explain the error. If the correct price is lower than the price displayed at the time of your Order, We will charge the lower amount and process your Order as usual. If the correct price is higher, you will have the option to proceed with purchasing the Products at the correct price or to cancel your Order (or the relevant part of it). We will not process your Order until We receive your response. If you do not reply within 7 days, We will consider your Order cancelled and confirm this to you in writing.
- 9.4 Delivery charges are not included in the price of Products shown on Our Website. For more information on delivery charges, please refer to Our Website. Delivery options and related charges will be presented to you as part of the order process.

10. Orders - How Contracts Are Formed

- 10.1 Our Website will walk you through the ordering process. Before finalising your Order, you will have the chance to review and make any necessary amendments. Please ensure that you carefully check your Order before submitting it.
- 10.2 If you provide Us with incorrect or incomplete information during the order process, please contact Us as soon as possible. If We are unable to process your Order due to this, We will reach out to request the correct details. If you fail to provide the accurate or complete information within a reasonable time after Our request, We will cancel your Order and consider the Contract terminated. If We incur any costs due to the incorrect or incomplete information, We may charge those costs to you.
- 10.3 If We cannot process your Order due to incorrect or incomplete information, We will contact you to ask you to correct it or provide the missing information required for Us to supply the Products to you. If you do not provide the required information within a reasonable period of Us asking for it, or if the information is inaccurate or incomplete, We may either end the Contract or charge you a reasonable sum as compensation for the extra work required as a result.
- 10.4 We will not be responsible for supplying the affected Products late or for not supplying the affected Products if this is due to you not providing Us with the required information within a reasonable period of Us asking for it.
- 10.5 No part of Our Website constitutes a contractual offer capable of acceptance.
Your Order constitutes a contractual offer. Our acceptance of that offer is indicated by Us sending you an Purchase Confirmation by email. Only once We have sent you a Purchase Confirmation will there be a legally binding Contract between Us and you for the sale of the Products.
- 10.6 Purchase Confirmations contain the following information:
- a) Your Order Number;
 - b) Confirmation of the Products ordered including full details of their main characteristics; and
 - c) Fully itemised pricing for the Products ordered including delivery, and other additional charges.
- 10.7 Please quote your Order Number if you contact Us about your Order for any reason. You do not have to do this, but it may help Us to locate your Order and help you more quickly and easily.
- 10.8 In the unlikely event that We cannot accept your Order, We will inform you in writing and explain why. No payment will be taken under normal circumstances. If We have taken payment, any such sums will be refunded.
- 10.9 We may not accept your Order because the Products are out of stock, because of unexpected limits on Our resources that We could not have reasonably planned for, because We have identified a mistake in the description or price of the Products, or because We are not able to meet a delivery deadline that you

have set.

11. **Payment**

- 11.1 Payment for Products and related delivery charges must always be made in advance. You will be prompted to provide payment details during the ordering process.
- 11.2 We accept the following methods of payment:
 - 11.2.1 All major credit and debit cards which shall be processed by Wix payment processing or any other similar processor We choose to use on Our Website; or
 - 11.2.2 PayPal.
- 11.3 If you believe that We have charged you an incorrect amount, please contact Us as soon as possible to let Us know.

12. **When You Own the Products**

Ownership of the Products passes to you once We have received payment in full of all sums due.

13. **Delivery**

- 13.1 All Products purchased through Our Website will normally be dispatched within 10 working days after the date of Our Purchase Confirmation depending on the Products you have ordered, unless otherwise agreed or specified during the ordering process.
- 13.2 We will not be responsible for any delays in delivery that are outside of our reasonable control, including but not limited to customs clearance processes, local import restrictions, or delays caused by the courier or postal service. Delivery times may vary depending on the courier company selected when you place your order, particularly for international shipments. If we become aware of any significant delay, we will inform you as soon as possible and take reasonable steps to minimise the impact where we are able to do so.
- 13.3 If there is a risk of a substantial delay to delivery, you may contact Us to end the Contract and will be refunded any sums paid for Products that you have not received.
- 13.4 If you (or someone on your behalf) are not available at your address to take delivery of the Products and they cannot be posted through your letterbox, the chosen courier will follow their normal process of how to arrange for re-delivery or of where to collect the Products.
- 13.5 If you do not arrange to have the Products re-delivered or do not collect them, We will contact you to ask for further instructions.
- 13.6 We may charge you for storage and for further delivery costs. If, despite Our reasonable efforts, We cannot contact you or cannot arrange for re-delivery or collection of the Products, We may end the Contract. If this happens, in the case of Products, you will be issued with a refund minus the cost of the delivery. We may also deduct a reasonable sum in compensation for any net costs incurred by Us as a result.
- 13.7 In the unlikely event that We do not deliver the Products on time; you have certain legal rights. If any of the following apply, you may treat the Contract as being at an end immediately:
 - a) We have refused to deliver the Products;
 - b) In light of all relevant circumstances, delivery within the specified or agreed time period was essential; or
 - c) You told Us when ordering the Products that delivery within the specified or agreed time period was essential.
- 13.8 If you do not wish to cancel under Part 13.7, or if none of the specified circumstances apply, you may specify a new (reasonable) delivery date. If We fail to meet the new deadline, you may then treat the Contract as being at an end.
- 13.9 You may cancel all or part of your Order under Parts 13.7 or 13.8 provided that the Products can be separated without significantly reducing their value. Any amounts you have already paid for the cancelled Products and their delivery will be refunded to you within 14 days. Please note that if any cancelled Products have already been delivered to you, you must return them to Us or make arrangements with Us for their collection. In either case, We will cover the cost of returning the cancelled Products.

If any cancelled Products are delivered to you, you must return them to Us or arrange for their collection. We will cover the costs of postage or collection. Please contact Us using the details provided above in Part 3 for a return label or to arrange collection.

- 13.10 Responsibility for the Products passes to you once We have delivered the Products to the address you have provided or once you (or a carrier organised by you, if applicable) collect the Products.
- 13.11 As explained in Part 10.4, We will not be responsible for delivering Products late or for not delivering Products if this is due to you not providing Us with required information within a reasonable period of Us asking for it.
- 13.12 If you are located in a country outside of the United Kingdom the following shall apply:
- a) When Products are delivered to countries outside of the United Kingdom, please be aware that postage and delivery times may be extended beyond our estimated delivery dates.
 - b) Once your Products have left the United Kingdom, We have no control over international shipping processes, customs inspections, and any potential delays caused by third-party carriers or regulatory authorities in the destination country.
 - c) It is your responsibility to be aware of and comply with any import regulations, duties, taxes, or other charges that may be applicable in the destination country. We recommend contacting your local customs office for more information.
 - d) While We strive to ensure timely delivery, We cannot guarantee delivery dates for international shipments. If you experience significant delays, please contact Us for assistance, and We will do our best to provide information and support regarding your shipment.

14. **Faulty, Damaged, or Incorrect Products**

14.1 This Part 14.1 provides a summary of your legal rights as a **Consumer**. These rights may be subject to certain exceptions. For full details please refer to the [Citizens Advice Website](#). Nothing in these Terms of Sale will affect your legal rights.

14.1.1 The Consumer Rights Act 2015 requires that Products must be as described, fit for purpose, and of satisfactory quality. During the expected lifespan of a product, your legal rights are as follows:

- a) Beginning on the day that you receive the Products (and ownership of them), you have a 30 calendar day right to reject them and to receive a full refund if they do not conform as stated above.
- b) If you do not wish to reject the Products, or if the 30 calendar day rejection period has expired, you may request a repair or a replacement. We will cover any associated costs and will carry out the repair or replacement within a reasonable time and without significant inconvenience to you. In certain circumstances, where a repair or replacement is impossible or otherwise disproportionate, We may instead offer you the alternative (i.e. a replacement instead of a repair or vice versa) or a full refund. If you request a repair or replacement during the 30 calendar day rejection period, that period will be suspended while We carry out the repair or replacement and will resume on the day that you receive the replacement or repaired Products. If less than 7 calendar days remain out of the original rejection period, the time remaining will be extended to 7 calendar days.
- c) If, after a repair or replacement, the Products still do not conform (or if We cannot repair or replace them, as described above, or have failed to act within a reasonable time or without significant inconvenience to you), you may ask Us to attempt the repair or replacement again (you do not have to give Us multiple opportunities to do so if you do not want to), or you have the right either to keep the Products at a reduced price, or to reject them in exchange for a refund.
- d) If you exercise the final right to reject more than six months after you have received the Products (and ownership of them), We may reduce any refund to reflect the use that you have had out of the Products.
- e) Within a period of six years after you have received the Products (and ownership of them), if the Products do not last a reasonable length of time, you may be entitled to a partial refund. Please be aware that after six months have passed since you received the Products, you must prove that the defect or non-conformity existed at the time of delivery.

14.1.2 Please note that you will not be eligible to claim under this Part 14.1 if:

- a) We informed you of the problem(s) with the Products before you purchased them or you had the opportunity to examine them before purchase and the problem(s) should have been obvious to you; or
- b) You have caused the problem(s) yourself, for example, through misuse, adaptation or

tampering, or intentional or careless damage; or

- c) You have purchased the Products for an unsuitable purpose that is neither obvious nor made known to Us and the problem(s) has/have resulted from your use of the Products for that purpose; or
- d) The problem(s) is/are the result of normal wear and tear; or
- f) You have changed your mind (please refer to Part 16).

14.1.3 If there is a problem with the Products, please contact Us using the details provided above in Part 3.

14.1.4 If you exercise your legal right to reject the Products, you must return them to Us.

14.1.5 To return Products to Us for any reason under this Part 14, please post them to Us, arrange for their collection, or return them in person. We will cover the costs of postage or collection. For the avoidance of doubt this does not include returning Products if you have changed your mind during the cooling-off period. Please contact Us using the details provided above in Part 3 for a return label or to arrange collection.

14.2 This Part 14.2 applies if you are a **business** customer:

14.2.1 We warrant that the Products, on delivery, and for a period of 12 months thereafter (the "Warranty Period") shall be as described; be free from material defects in design, material, and workmanship; be of satisfactory quality (as defined in the Sale of Products Act 1979); and be fit for any purpose described by Us.

14.2.2 If any Products you have purchased do not comply, subject to Part 10.3 and your compliance with Parts 14.2.2 a) to 14.2.2 c), We shall, at Our option, repair the affected Products, replace them, or issue you with a full refund for the price of the affected Products. The following conditions shall apply:

- a) You must give Us written notice of the non-compliance during the Warranty Period within a reasonable time of discovering it;
- b) You must return the Products in question to Us at your expense; and
- c) You must give Us a reasonable opportunity to examine the Products in question.

14.2.3 We will not be liable for any non-compliance with the provisions of Part 14.2.1 of any Products if any of the following apply:

- d) You have made any further use of the affected Products after giving Us written notice of the non-compliance under Part 14.2.2 a);
- e) The non-compliance has arisen as a result of your failure to follow Our instructions on the correct usage, maintenance, installation, storage of the affected Products or, where no instructions are provided, your failure to follow good trade practice with respect to the same;
- f) The non-compliance has arisen as a direct result of any information (incorrect or otherwise) provided by you to Us;
- g) You have tampered with the Products or made any unauthorised alterations or repairs to the affected Products; or
- h) The non-compliance is the result of normal Wear and tear, deliberate damage, negligence, or abnormal or unsuitable working conditions.

14.2.4 The terms of this Part 14.2 shall also apply to any Products which are repaired or replaced by Us under Part 14.2.2.

14.2.5 Except as provided in this Part 14.2, We shall have no further liability to you with respect to Products which do not comply with Part 14.2.1.

14.2.6 To return Products to Us for any reason under this Part 14.2, please contact Us to arrange for a collection and return.

14.2.7 Refunds (whether full or partial) under this Part 14.2 will be issued within 14 days of the day on which We agree that you are entitled to the refund.

14.2.8 Any and all refunds issued under this Part 14.2 will include all delivery costs paid by you when the Products Were originally purchased.

14.2.9 Refunds under this Part 14.2 will be made using the same payment method that you used when ordering the Products.

14.3 All electrical products We sell comply with applicable UK safety regulations and, where required, are UKCA or CE marked. Please read and follow any instructions or safety guidelines supplied with the products to ensure proper and safe use.

15. **Your Rights to Cancel and End the Contract**

15.1 If the Products are faulty or misdescribed, you may have a legal right to end the Contract, to have the Products repaired or replaced, or to get a full or partial refund. Please refer to Part 14, above, for more information.

15.2 If you are a Consumer and have changed your mind, you may have a legal right to a “cooling-off period” within which you can end the Contract for any reason. Please refer to Part 16, below, for more information.

15.3 If you wish to end the Contract because of something We have done or are going to do, please refer to Part 17, below, for more information.

16. **Cancelling and Ending the Contract if you Change Your Mind**

16.1 If you are a **Consumer**, the Consumer Contracts Regulations 2013 give you the legal right to change your mind and end the Contract for any reason, subject to the exceptions stated below in Part 16.4 (including, but not limited to, Bespoke Products). This 14 calendar day “cooling-off period” begins the day after you receive the Products. You may also cancel for any reason before We send the Purchase Confirmation.

- a) If the Products are being delivered to you in a single instalment, the cooling-off period ends 14 calendar days after the day on which you (or someone you nominate) receive(s) the Products.
- b) If the Products are being delivered in separate instalments on separate days, the cooling-off period ends 14 calendar days after the day on which you (or someone you nominate) receive(s) the final instalment of Products.

16.2 If you wish to end the Contract for this reason, you must inform Us within the cooling-off period. You may inform Us in any way you wish (including by email or telephone). Please state that you want to cancel and end the Contract, providing your name, address, details of your Order and, where possible, your email address and telephone number. For your convenience, We also offer a cancellation form on Our Website. Our contact details are provided above in Part 3.

16.3 Your cancellation notice is effective from the date on which you send it. Provided you send your cancellation notice or contact Us directly by 23:59:59 on the final day of the cooling-off period, your cancellation will be valid and accepted.

16.4 Please note that this right to cancel may not apply in the following circumstances:

- a) If the Products are sealed for health or hygiene reasons and you have unsealed them after receiving them;
- b) If the Products consist of sealed items, audio or video recordings or sealed computer software on physical media and you have unsealed them after receiving them;
- c) If the Products are likely to deteriorate quickly, for example, flowers or food;
- d) If the Products (i.e. Bespoke Products) have been personalised or custom-made for you;
- e) If the Products have been inseparably mixed with other items (according to their nature) after you have received them.
- f) If you have used the Products beyond what is reasonable to handle and inspect, such as opening any packaging or using the Products.

17. **Cancelling and Ending the Contract Because of Something We Have Done or Will Do**

17.1 You may have the right to cancel and end the Contract because of something We have done or have informed you that We are going to do. This right to cancel applies in the following circumstances:

- a) We have informed you about an upcoming change to these Terms of Sale that you do not agree to (see Part 5.1);
- b) We have informed you about an upcoming change to the Products that you do not agree to (see Part 8.4);

- c) We have informed you about an error in the price or description of the Products and you do not wish to proceed;
- d) There is a risk that delivery of the Products will be substantially delayed due to events outside of Our control (see Part 13.3);
- e) You have a legal right to end the Contract because We have done something wrong (including where We have not delivered the Products on time and the circumstances in Part 13.6 or 13.7 apply).

17.2 If you cancel and end the Contract for any of the reasons set out in this Part 17, the Contract will end immediately and you will receive a full refund for any Products which have not yet been provided. You may also be entitled to compensation.

17.3 If you wish to end the Contract for this reason, you may inform Us in any way you wish (including by email or telephone). Please state that you want to cancel and end the Contract, providing your name, address, details of your Order and, where possible, your email address and telephone number. For your convenience, We also offer a cancellation form on Our Website. Our contact details are provided above in Part 3.

18. Returning Products After Cancelling and Ending the Contract

18.1 Subject to your right to partially cancel your Order under Part 13.8, **if you are a Consumer** and you wish to cancel and end the Contract for any reason after Products have been dispatched or delivered to you, you must return the Products to Us or arrange for their collection. Please contact Us using the details provided above in Part 3. For the avoidance of doubt, We will only be liable for the postage costs if you are a Consumer and you are returning Products due to a reason as described in Part 14.1. If you are business purchasing Products then We offer no returns or refunds, other than if the Products are faulty or We have delivered the incorrect Products.

18.2 If you are a **Consumer** and exercising your right to change your mind under the cooling-off period as set out in Part 16, you must return the Products to Us no more than 14 calendar days after the day on which you informed Us that you wish to cancel and you will be liable for all postage costs.

18.3 If you are a **Consumer**, We will cover the costs of returning the Products to Us in the following circumstances:

- a) The Products are faulty or misdescribed;
- b) You are cancelling and ending the Contract because of upcoming changes to these Terms of Sale that you do not agree to;
- c) You are cancelling and ending the Contract because of upcoming changes to the Products that you do not agree to;
- d) You are cancelling and ending the Contract because We have made an error in the price or description;
- e) You are cancelling and ending the Contract because there is a risk that delivery of the Products will be substantially delayed due to events outside of Our Control;
- f) You are cancelling and ending the Contract because you have a legal right to do so because We have done something wrong (including where We have not delivered the Products and/or the Bespoke Products on time and the circumstances in Part 13.6 or 13.7 apply).

18.4 In all other circumstances including where you are exercising your right to change your mind under the cooling-off period, you must cover the costs of returning the Products to Us.

18.5 If you are responsible for the costs of returning the Products to Us and We are collecting them, the cost charged to you will only be the direct cost to Us of collecting the Products.

19. Refunds

19.1 All refunds due to you will be made using the same method used by you when paying for the Products. You will be refunded the price paid for the Products and for delivery, subject to the following limitations and deductions:

- a) If you are exercising your right to change your mind under the cooling-off period as a Consumer, We may reduce your refund to reflect any reduction in the value of the Products if that reduction has been caused by your handling of the Products in a way that would not be permitted in a shop. If We issue the refund before inspecting the Products and subsequently discover that you have handled them in this way, We may charge you an appropriate sum.

- b) Standard delivery charges (i.e. the cheapest option available for your Order) will be refunded, but We do not reimburse premium delivery charges. If, for example, Our cheapest delivery option is 3-5 days, but you select 24 hours, your refund for delivery charges will only be equivalent to the cost of the cheaper option.

19.2 All refunds due to you will be made as soon as possible. If you are exercising your right to change your mind under the cooling-off period, We will issue your refund within 14 calendar days of:

- a) The day on which We receive the returned Products;
- b) The day on which you inform Us (supplying evidence) that you have sent the Products back (if this is earlier);
- c) If We are collecting the Products, the day on which you inform Us that you wish to cancel and end the Contract; or
- d) If We have not yet provided a Purchase Confirmation or have not yet dispatched the Products, the day on which you inform Us that you wish to cancel and end the Contract.

20. **Our Liability**

20.1 Our liability to **Consumers**:

20.1.1 We will be responsible for any foreseeable loss or damage that you may suffer as a result of Our breach of these Terms of Sale (or the Contract) or as a result of Our negligence. Loss or damage is foreseeable if it is an obvious consequence of Our breach or negligence or if it is contemplated by you and Us when the Contract is created. We will not be responsible for any loss or damage that is not foreseeable.

20.1.2 We only supply Products for domestic and private use by Consumers. We make no warranty or representation that the Products are fit for commercial, business or industrial use of any kind (including resale). We will not be liable to you for any loss of profit, loss of business, interruption to business, or for any loss of business opportunity.

20.1.3 Nothing in these Terms of Sale seeks to limit or exclude Our liability for death or personal injury caused by Our negligence (including that of Our employees, agents or sub-contractors); or for fraud or fraudulent misrepresentation.

20.1.4 Nothing in these Terms of Sale seeks to exclude or limit your legal rights as a Consumer including, but not limited to, those explained above in Part 14.1.

20.2 Our liability to **businesses**:

20.2.1 Subject to Part 20.2.4, We will not be liable to you, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, loss of business, interruption to business, for any loss of business opportunity, or for any indirect or consequential loss arising out of or in connection with any contract between you and Us.

20.2.2 Subject to Part 20.2.4, Our total liability to you for all other losses arising out of or in connection with any contract between you and Us, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall be 100% of the total sums paid by you for the Products under the Contract in question.

20.2.3 Except to the extent expressly set out in Part 14.2, the terms implied by Sections 13 to 15 of the Sale of Products Act 1979 and by Sections 3 to 5 of the Supply of Products and Services Act 1982 are excluded.

20.2.4 Nothing in these Terms of Sale seeks to limit or exclude Our liability for death or personal injury caused by Our negligence (including that of Our employees, agents or sub-contractors); for fraud or fraudulent misrepresentation; for breach of the terms implied by Section 12 of the Sale of Products Act 1979 or Section 2 of the Supply of Products and Services Act 1982; for defective products under the Consumer Protection Act 1987; or for any other matter in respect of which liability cannot be excluded or restricted by law.

20.3 Our Products should be used in accordance with the manufacturer's instructions and any safety guidelines provided. We are not responsible for damage, injury, or loss resulting from misuse, improper installation, or unauthorised modification of the Products.

20.4 If you purchase from outside the UK, you are responsible for ensuring the Products comply with local regulations and for paying any applicable import duties or taxes.

21. **Complaints and Feedback**

21.1 We always Welcome feedback from Our customers and, whilst We always use reasonable efforts to

ensure that your experience as a customer of Ours is a positive one, We nevertheless want to hear from you if you have any cause for complaint.

21.2 If you wish to complain about any aspect of your dealings with Us, please contact Us by email to: info@ukdroneshop.com

22. **How We Use Your Personal Information**

We will only use your personal information as set out in Our Privacy & Cookies Policy, available from [Privacy And Cookie Policy](#)

23. **What Happens if We Transfer this Agreement to Another Party**

We may transfer (assign) Our obligations and rights under these Terms of Sale (and the Contract) to a third party (this may happen, for example, if We sell Our business). If this Occurs, We will inform you in writing. We will ensure that your rights under these Terms of Sale (and the Contract) will not be affected and Our obligations under these Terms of Sale (and the Contract) will be transferred to the third party who will remain bound by them.

24. **Other Important Terms**

24.1 You may not transfer (assign) your obligations and rights under these Terms of Sale (and under the Contract, as applicable) without Our express written permission.

24.2 The Contract is between you and Us. It is not intended to benefit any other person or third party in any way and no such person or party will be entitled to enforce any provision of these Terms of Sale.

24.3 If any of the provisions of these Terms of Sale are found to be unlawful, invalid or otherwise unenforceable by any court or other authority, that / those provision(s) shall be deemed severed from the remainder of these Terms of Sale. The remainder of these Terms of Sale shall be valid and enforceable.

24.4 No failure or delay by Us in exercising any of Our rights under these Terms of Sale means that We have waived that right, and no waiver by Us of a breach of any provision of these Terms of Sale means that We will waive any subsequent breach of the same or any other provision.

25. **Law and Jurisdiction**

25.1 These Terms of Sale, and the relationship between you and Us (whether contractual or otherwise) shall be governed by, and construed in accordance with, English law.

25.2 If you are a Consumer, you will benefit from any mandatory provisions of the law in your country of residence. Nothing in Part 25.1 takes away from or reduces your legal rights as a Consumer.

25.3 If you are a Consumer, any dispute, controversy, proceedings, or claim between you and Us relating to these Terms of Sale or to the relationship between you and Us (whether contractual or otherwise) shall be subject to the jurisdiction of the courts of England, Wales, Scotland, or Northern Ireland, as determined by your residency.

25.4 If you are a business user, any dispute, controversy, proceedings, or claim between you and Us relating to these Terms of Sale or to the relationship between you and Us (whether contractual or otherwise) shall be subject to the exclusive jurisdiction of the courts of England and Wales.