

Cancellation form

You almost certainly do not need this form. The quickest way to cancel is the "Cancel my order" button on your order page, and an email to info@dickens.com.mt saying you are cancelling works just as well. The form is published here because the law says we must give it to you, not because you have to use it; the three ways to cancel are set out under the form.

"The contract" means your purchase: the order you placed with us. The form below is set word for word by law and we are not allowed to reword it, which is why it says "withdraw from the contract" where you would probably say "cancel my order". They mean the same thing.

(Complete and return this form only if you wish to withdraw from the contract.)

To:

Joseph Schembri, trading as Dickens
Bisazza Street, Sliema SLM 1640, Malta
info@dickens.com.mt

I/We (*) hereby give notice that I/We (*) withdraw from my/our (*) contract of sale of the following goods (*)/for the provision of the following service (*),

.....

.....

Ordered on (*) / received on (*):

Name of consumer(s):

Address of consumer(s):

.....

Signature of consumer(s) (only if this form is notified on paper):

.....

Date:

(*) Delete as appropriate.

Three ways to cancel. Any of them works.

1. The "Cancel my order" button on your order page: the quickest. It records your cancellation the moment you press it, which is the moment our fourteen days to refund you starts running, and it emails you a confirmation straight away. There is nothing to print and nothing to fill in.

2. Simply email us, at info@dickens.com.mt. An email saying you are cancelling is enough. You do not have to use this form, or any form. The law lets you cancel by any clear statement (regulation 13(1) of S.L. 378.17), and a shop is not allowed to insist on a form of its own; a term that tried to would not bind you (regulation 25(2)).

3. The form itself, as a document you can keep. The form above is also a printable PDF: the same wording, laid out to print, to fill in by hand, or to save for your own records. Send it back to us at info@dickens.com.mt. Please do not post this form: post is slow, and what matters for your deadline is that your cancellation reaches us inside the fourteen days. (A letter is still a valid cancellation in law, as cancelling an order

explains. It is simply the slowest way to do it.)

If you have an order reference, quoting it helps us find your order faster. You do not have to.