**Consumer law health check**
Would your Consumer Terms and Conditions receive a clean bill of health?
In the United Kingdom all businesses must comply with the Consumer Rights Act 2015 (“CRA”), the Consumer Contracts Regulations 2013 (“CCRs”) and the Consumer Protection Regulations 2008 (“CPRs”) in their dealings with consumers. It is essential that these pieces of legislation are considered when businesses develop their websites, marketing materials and terms and conditions.

**CRA** - The CRA deals with the laws that apply where businesses provide goods, digital content or services and sets out the specific legal remedies available to consumers as a result of goods, digital content or services not being provided in accordance with the relevant provisions set out in the CRA. It also sets out the unfair terms regime that applies to all consumer facing documents.

**CPRs** – Under the CPRs a business is under a general obligation not to omit, hide, disguise or delay any information that the average consumer needs to make an informed decision as to whether to enter into a contract or not. Failure to comply with the CPRs can result in criminal sanctions being imposed.

**CCRs** – The CCRs set out certain pre-contract information that businesses must provide to consumers before concluding any contract with them and provides consumers with a 14 day cancellation right, in certain circumstances.
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How we can help?
For a fixed fee of £950 we will carry out a health check of one set of your UK consumer terms and conditions and for a fixed fee of £1,250 we will carry out a health check of your consumer terms and conditions and up to 20 website pages to ensure compliance with the CRA, CCRs and CPRs. We will produce a report setting out key issues that we identify and how we propose these issues should be addressed. The review will cover UK consumer law and it will not cover data protection, tax, employment or any applicable regulations or codes of practice. We can provide advice in these areas if required. Our fees are exclusive of vat.

Consumer law analysis and recommendations
A member of our specialist consumer law team will analyse your consumer terms and conditions and produce a report setting out the key issues and any areas of non-compliance with the CRA, CCRs or CPRs that are identified and our recommendations.
What happens next?
For further information, please contact:

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