

Schedule 1 – Cancellation Rights for Consumers

This Schedule 1 only applies if you are a consumer.

1. If you are a consumer and have ordered Goods from us remotely (i.e. by telephone, email or through our website), you have a legal right to cancel a contract between us during the period set out in paragraph 3 below. This means that during the relevant period if you change your mind or decide for any other reason that you do not want to receive or keep the Goods, you can notify us of your decision to cancel the contract and receive a refund.
2. For the avoidance of doubt, if you are a consumer but buy Goods while at our premises then you will not have the right to cancel set out in this Schedule 1 but this does not affect your rights in relation to Goods that are faulty or not as described.
3. Your legal right to cancel a contract starts from the date on which we confirm our acceptance of your order, which is when the contract between us is formed. Your deadline for cancelling the contract then depends on what you have ordered and how it is delivered, as set out in the table below:

Your Contract	End of the cancellation period
Your contract is for a single product (which is not delivered in instalments on separate days).	The end date is the end of 14 days after the day on which you receive the relevant product.
Your contract is for either of the following: <ul style="list-style-type: none"> • one product which is delivered in instalments on separate days. • multiple products which are delivered on separate days. 	The end date is 14 days after the day on which you receive the last instalment of the products or the last of the separate products ordered.

4. To cancel the contract, you just need to let us know that you have decided to cancel. The easiest way to do this is to email us at returns@flyingspares.co.uk or contact our Customer Services team by telephone on 01455 292949 or by post. Alternatively, you can print and complete the cancellation form at Schedule 2 and submit it to us by email to returns@flyingspares.co.uk or by post.
5. If you are e-mailing us or writing to us to cancel the contract then please include details of your order to help us to identify it. If you send us your cancellation notice by e-mail or by post, then your cancellation is effective from the date you send us the e-mail or post the letter to us. For example, you will have given us notice in time as long as you get your letter into the last post on the last day of the cancellation period or e-mail us before midnight on that day.
6. If you cancel the contract pursuant to your cancellation rights set out in this schedule we will:
 - (a) refund you the price you paid for the Goods. However, please note we are permitted by law to reduce your refund to reflect any reduction in the value of the Goods, if this has been caused by your handling them in a way which would not be permitted in a shop. If we refund you the price paid before we are able to inspect the Goods and later discover you have handled them in an unacceptable way, you must pay us an appropriate amount.
 - (b) refund any delivery costs you have paid, although, as permitted by law, the maximum refund will be the cost of delivery by the least expensive delivery method we offer (provided that this is a common and generally acceptable method).
 - (c) make any refunds due to you as soon as possible and in any event within the deadlines indicated below:
 - (i) if you have received the Goods and we have not offered to collect them from you: 14 days after the day on which we receive the Goods back from you or, if earlier, the day on which you provide us with evidence that you have sent the Goods back to us. For information about how to return Goods to us, see paragraph 9;
 - (ii) if you have not received the Goods or you have received it and we have offered to collect it from you: 14 days after you inform us of your decision to cancel the contract.

7. If you have returned the Goods to us under this Schedule 1 because they are faulty or mis-described, we will refund the price of the Goods in full, together with any applicable delivery charges, and any reasonable costs you incur in returning the item to us.
8. We will refund you by the method you used for payment.
9. If Goods have been delivered to you before you decide to cancel the contract:
 - (a) then you must return it to us without undue delay and in any event not later than 14 days after the day on which you let us know that you wish to cancel the contract; and
 - (b) unless the Goods are faulty or not as described (in this case, see paragraph 7), you will be responsible for the cost of returning the Goods to us. If the Goods cannot be returned by post, we estimate that if you use the carrier which delivered the Goods to you, these costs should not exceed the sums we charged you for delivery. If we have offered to collect the Goods from you, we will charge you the direct cost to us of collection.
10. If you wish to exercise your legal rights to reject Goods you must either return them in person to our premises, post them back to us or (if they are not suitable for posting) allow us to collect them from you. We will pay the costs of postage or collection. Please call customer services on 01455 292949 or email us at returns@flyingspares.co.uk to arrange the delivery or collection of any Goods to be returned.