

## **Our Distance-Selling Cancellation Policy**

### ***Right to cancel***

You have the right to cancel your orders 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 last delivered goods that are covered by this contract.

To exercise the right to cancel, you must inform us, Jonathan Cooper, of 20 Park Walk, London, SW10 0AQ, United Kingdom (Our telephone number: +44 (0)207 351 0410; E-mail address: [mail@jonathancooper.co.uk](mailto:mail@jonathancooper.co.uk)) of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, fax or e-mail). You may use the model cancellation form below, 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.

You shall send back the goods or hand them over to us 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. Artworks must be returned in the same condition as supplied. The deadline is met if you send back the goods before the period of 14 days has expired. You will have to bear the direct cost of returning the goods.

### ***Effects of cancellation***

If you cancel this contract, we will reimburse to you all payments received from you, including the costs of delivery (except for the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us).

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

We will make the reimbursement 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 supplied, 14 days after the day on which we are informed about your decision to cancel this contract.

We will make the reimbursement 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 reimbursement. We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

Please find our cancellation form in PDF format [here](#).

### **Our Complaint Handling Policy**

We hope that you are happy with our services, but should you wish to make a complaint please feel free to do so in writing to [mail@jonathancooper.co.uk](mailto:mail@jonathancooper.co.uk), and we will address your concerns as swiftly as possible. We are a member of LAPADA and have access to their conciliation services.