

Notice of Cancellation of a Direct Sales Contract for non supply of goods/services within 30 days of the supply date

* When completing this form, please print clearly. Be sure to retain a copy of the completed form and proof of delivery to the business.

A.) Consumer Information

Full Name _____ Phone Number (with area code) _____

Address _____ City _____ Postal Code _____

B.) Business Information

Business Name _____ Phone Number (with area code) _____

Street Address _____ City _____ Postal Code _____

C.) Notice of Cancellation

Section 21(2) of the *Business Practices and Consumer Protection Act* states:

21(2) In addition to the right of cancellation under section 18.4, a consumer may cancel a direct sales contract by giving notice of cancellation to the supplier not later than one year after the date that the consumer receives a copy of the contract if one or more of the following applies:

- (a) the contract does not meet the requirements of sections 19 and 20(1) [required contents of contracts];
- (b) at the time the contract was made, the supplier was under a direct sales prohibition order;
- (c) the goods or services to be supplied under the contract are not supplied to the consumer within 30 days of the supply date.

Please consider this notice of cancellation of the contract between _____ and
(consumer name)

_____. A copy of the contract was provided to me on _____.
(name of business as on contract) (date)

My **reason(s)** for cancellation are as follows (check all that apply):

- ☐ The contract does *not* have the required contents as required by law.
- ☐ At the time the contract was made, the supplier was under a direct sales prohibition order.
- ☐ The goods or services were *not* supplied within 30 days of the supply date.

D.) Refund Process

Sections 21(4) and 27 of the *Business Practices and Consumer Protection Act* state:

21(4) ...if a consumer cancels a direct sales contract under this section, the supplier, within 15 days after the notice of cancellation has been given, must return to the consumer, any trade-in received under a trade-in arrangement, or an amount equal to the trade-in allowance.

27 ... If a direct sales contract, future performance contract or time share contract is cancelled under this Part, the supplier must refund to the consumer, without deduction except as provided for in this Part or in the regulations, all money received in respect of the contract, whether received from the consumer or from any other person, within 15 days after the later of the following:

- (a) the date the notice of cancellation is given to the supplier;
- (b) if the consumer has received goods under the contract and the supplier has complied with section 28 (1.1), the date the goods are returned to the supplier under section 28 (1).

As per above, I demand a refund (and the return of any trade-in) to be provided to me within 15 days of

_____.
(date of cancellation)

Signature _____ Name _____ Date _____

