

Notice of Cancellation for missing Contract Requirements or Pre-Purchase Disclosure requirements

**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) _____
Address _____ City _____ Postal Code _____

C.) Notice of Cancellation

Section 18.4(1) of the *Business Practices and Consumer Protection Act* states:

...A consumer may cancel a contract if

- (a) the contract does not include the information required under section 18.2,
- (b) the information included in the contract is inconsistent with the information disclosed to the consumer before the contract was entered into, or
- (c) the supplier fails to comply with section 18.3.

Section 18.4(2) of the *Business Practices and Consumer Protection Act* states:

(2) The consumer may cancel a contract under subsection (1) by giving notice of cancellation to the supplier not later than the following:

- (a) in the case of a direct sales contract or future performance contract, one year after the date the consumer receives a copy of the contract;
- (b) in the case of a time share contract, the later of
 - (i) one year after the date the consumer receives a copy of the contract, and
 - (ii) the expiry of any longer prescribed period;
- (c) in the case of a distance sales contract, 7 days after the date the consumer receives a copy of the contract.

Reason for cancellation: (check one only)

- ☐ Pre-purchase disclosures not provided
- ☐ Pre-purchase disclosures and the contract disclosures are different
- ☐ Missing contract requirements

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

(business name)

Date that the contract was entered into: _____

A copy of the contract was provided to me on: _____

D.) Refund Process

The *Business Practices and Consumer Protection Act* states:

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).

50. If a distance sales contract is cancelled under this Part, the supplier must refund to the consumer, without deduction, all monies received in respect of any related consumer transaction, 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 51 (1.1), the date the goods are returned to the supplier under section 51 (1).

As per above, I demand a refund to be provided to me within 15 days of_____.

Signature_____Name_____Date_____