

Unfair Terms in Consumer Contracts Regulations 1999 (the UTCCRs)

Require you, when using standard contract terms (subject to certain exceptions), to meet the test of fairness, for example:

- to express terms fully, clearly and legibly, giving due prominence to terms that might disadvantage the consumer and
- to respect consumers' legitimate interests, not taking advantage of their weaker bargaining position, or lack of experience, in deciding what their rights and obligations shall be.

For further information, see www.offt.gov.uk/about-the-offt/legal-powers.