

## Information that must be on your website: an *aide memoire*

The following is the minimum information that must be on any company's website (from OUT-LAW's guide, [The UK's E-commerce Regulations](#)).

- The name, geographic address and email address of the service provider. The name of the organisation with which the customer is contracting must be given. This might differ from the trading name. Any such difference should be explained – e.g. "XYZ.com is the trading name of XYZ Enterprises Limited."

It is not sufficient to include a 'contact us' form without also providing an email address and geographic address somewhere easily accessible on the site. A PO Box is unlikely to suffice as a geographic address; but a registered office address would. If the business is a company, the **registered office address must be included**.

- If a company, the company's **registration number** should be given and, under the Companies Act, the **place of registration** should be stated (e.g. "XYZ Enterprises Limited is a company registered in England and Wales with company number 1234567")
- If the business is a member of a trade or professional association, membership details, including any registration number, should be provided.
- If the business has a **VAT number**, it should be stated – even if the website is not being used for e-commerce transactions.
- Prices on the website must be clear and unambiguous. Also, state whether prices are inclusive of tax and delivery costs.

Finally, do not forget the Distance Selling Regulations which contain other information requirements for online businesses that sell to consumers (B2C, as opposed to B2B, sales). For details of these requirements, see our guide, [The Distance Selling Regulations - An Overview](#).

For help with email notices, such as disclaimers, see OUT-LAW's guide on [Email notices](#).

See:

- [The Companies \(Registrar, Languages and Trading Disclosures\) Regulations 2006](#)
- [Directive on disclosure requirements](#) (4-page / 115KB PDF)
- [Companies Act 2006](#) (HTML version)
- [Companies Act](#) (760-page / 2.8MB PDF)