This chapter examines direct controls over the contents of contracts, with particular emphasis on the Unfair Contract Terms Act 1977 (UCTA) and the Consumer Rights Act 2015 (CRA). The discussions cover: patterns of control; the parties affected and excluded contracts; types of terms controlled and control mechanisms under UCTA and CRA; the enforcement mechanism; other statutory and common law control of terms; and control of substantive unfairness.
11. Direct control over terms

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