

Key Contract Information

This document sets out the key facts about our contract with you; it also contains important information about your consumer rights. You should read this carefully, as well as any other documents that we have given you (listed below), before signing and entering into a contract with us.

We are: Name, address and contact details 	You are: Name, address and contact details 						
Description of work to be done: <input type="checkbox"/> This is only a brief description. Full details are given in another document that we have also supplied you with this contract	Payment schedule: Total Cost (inc. VAT) £ This is to be paid as follows: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">When</th> <th style="width: 50%;">Amount</th> </tr> </thead> <tbody> <tr> <td style="height: 100px;"></td> <td></td> </tr> <tr> <td style="text-align: right;">Total</td> <td></td> </tr> </tbody> </table> <input type="checkbox"/> Further details are given in another document that we have also supplied you with this contract	When	Amount			Total	
When	Amount						
Total							
We have also supplied you with the following documents: 							

Start date: <input type="checkbox"/> We will agree this with you at a later date <input type="checkbox"/> Further details are given in another document that we have also supplied you with this contract	Finish date or estimated duration: <input type="checkbox"/> We will agree this with you at a later date <input type="checkbox"/> Further details are given in another document that we have also supplied you with this contract
What we need you to do before we start work and whilst we are doing the work: <input type="checkbox"/> Further details are given in another document that we have also supplied you with this contract	

Cancellation - Your Rights <input type="checkbox"/> You have a right to cancel this contract and further information is given overleaf <input type="checkbox"/> You have no right to cancel this contract because the goods that we will supply you will be made to your specification or personalised. Therefore, the information given overleaf, regarding cancellation, does not apply. <input type="checkbox"/> You have no right to cancel this contract because you contacted us and asked us to call to carry out urgent repairs or maintenance. Therefore, the information given overleaf, regarding cancellation, does not apply. <input type="checkbox"/> You have no right to cancel this contract because the contract was for £42 or less.
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By signing this, and any associated documents, you are entering into a legally binding contract with us. You are also requesting us to start work on the date set out above, or another date that we agree with you. If we do start work, with your permission, during the cancellation period, and you subsequently exercise your right to cancel (if you have one) you may have to pay certain labour costs or have some reduction of any refund, as we have described overleaf.	
Your signature(s): Your name: Date of signature:	Our signature: Our name: Date of signature:

Your rights

It is our responsibility to supply you with goods and services that meet your consumer rights. If you have any concerns that we have not met our legal obligations please contact us, our contact details are given overleaf.

We always aim to resolve any disputes that we have with our customers, but in the unlikely event that we are unable to do so, we invite you to follow the Trustmark Dispute Resolution Process. As a Trustmark Registered Business, we are required to co-operate with this process and accept any outcome. Further details can be found at www.Trustmark.org.uk/if-things-go-wrong. If you are unclear about your rights or require advice, you can also contact the Citizens Advice Consumer Service on 03454 040506 or www.adviceguide.org.uk.

As a Trustmark Registered Business, we are a member of a Trustmark Scheme Provider. Details of our Scheme Provider will be found on the paperwork that we have supplied you and web links to our Scheme Provider can be found at <https://www.trustmark.org.uk/ourservices/scheme-operators>

Your right to cancel

Please see front page to see if this section applies to this contract. If it does:

For contracts for supply of goods, or goods and a service

You have a right to cancel this contract without giving any reason. The cancellation period starts when we enter into a contract with you and will end 14 days after you have taken possession of the goods we are supplying you as part of our contract.

For contracts for the supply of a service only

You have a right to cancel this contract without giving any reason. The cancellation period starts when we enter a contract with you and will end 14 days starting the day after we enter the contract.

In order to exercise your right to cancel you must inform us of your decision by a clear statement (e.g. a phone call, letter sent by post, fax or email). You may use the cancellation form, at the bottom of this page, but you don't have to.

Cancellation is only effective if you send your communication (or telephone us) before the cancellation period has expired.

Effects of cancellation

If you cancel this contract, we will reimburse you all that you have paid us, subject to certain possible deductions set out below. However, once we have delivered the goods, you may want us to start work straight away. To do this we will need a specific request from you because of the cancellation period; this will mean you will still have a right to cancel but:

- you will have to pay our labour costs for the work that we have done up to the point when you inform us of your decision to cancel
- we will not collect or remove any goods that we have installed, unless we have offered to do so
- you may remove the goods yourself and return them to us at the above address and at your own expense within 14 days of informing us of your decision to cancel, unless this was offered by us
- we may reduce any reimbursement to take account of the loss in value of the goods caused by any handling by you

For **service only** contracts, you may want us to start work straight away. To do this we will require a specific request from you because of the cancellation period; this will mean you will have a right to cancel, but

- you will have to pay our labour costs for the work we have done up to the point when you inform us of your decision to cancel
- you will lose your right to cancel the contract that has been performed fully within the cancellation period

We will make the reimbursement without undue delay, and not later than:

- (a) 14 days after the day that we received the goods that we supplied back from you, or
- (b) (if earlier) 14 days after the day you provide evidence that you have returned the goods, or
- (c) if there were no goods supplied or if there were goods and we offered to collect them, 14 days after the day on which we are informed about your decision to cancel this contract.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

Further practical advice regarding your right to cancel can be found at www.trustmark.org.uk/consumers/essential-advice

CANCELLATION FORM

To *[Enter our name]:*

I wish to cancel our contract dated _____ for _____ *[Enter date and a brief description of the work],*

Your name and address:

Your signature:

Date: