

#### BACKGROUND:

These Terms and Conditions are t order for services and <<Insert C order and the contract is made "o and ensure that you understand contact us.

These Terms and Conditions app Consumer Rights Act 2015.

#### 1. Definitions and Interpreta

1.1 In these Terms an following expression

"Agreed Times"

"Agreement"

"Business"

"Consumer"

"Deposit"

"Final Fee"

"Job"

"Model Cancellation Form"

"Order"

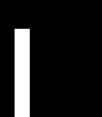
"Products"













### OF SERVICES

apply when a customer places an ame>> ("the Trader") accepts the rader. Please read them carefully you have any questions, please

a "Consumer" as defined by the

e context otherwise requires, the anings:

You and We agree for the re access to the Property to pecified in the Agreement];

which You and We will enter if on. The Agreement will pject to, these Terms and ard form of Agreement is attached

ade, craft or profession carried on rson or organisation;

s defined by the Consumer Rights n to these Terms and Conditions stomer of the Trader who heir personal use and for purposes e the purposes of any Business;

may be required to pay in e 5;

ums You must pay which will be sued in accordance with Clause 6 nditions;

rformance of the Services;

ellation form attached as

est for Us to provide the Services

uired for the provision of the supply (if any) as specified in the

"Property"

"Quotation"

"Quoted Fee"

"Service Provider"

"Services"

"Start Date"

"Visit"

"We/Us/Our"

"You/Your"

 Each reference in expression, include message,] fax or ot

- 1.3 Each reference to statute or provision
- 1.4 Each reference to " and Conditions.
- 1.5 Each reference to a Conditions.
- 1.6 The headings used and do not affect th
- 1.7 Words signifying the
- 1.8 References to any g
- 1.9 References to pe corporations.

#### 2. Information about Us

- 2.1 We are a <<insert limited company etc
- 2.2 [We trade under th name>>.]
- 2.3 [We are registered









detailed in the Order and the e Job is to take place;

e give to You in accordance with services We will provide to You arge;

n the Quotation which may e actual work undertaken as set e Terms and Conditions;

oyee who will be responsible for

will provide as specified in the

d We agree on for Us to start as specified in the Agreement;

cheduled or otherwise, on which sits the Property to provide the

includes all employees, agents the Trader; and

o is a customer of the Trader.

tions to "writing", and any similar ions whether sent by e-mail, [text

f a statute is a reference to that ad at the relevant time.

ons" is a reference to these Terms

to a schedule to these Terms and

nditions are for convenience only Ferms and Conditions.

lude the plural and vice versa.

her gender.

text otherwise requires, include

trader, partnership, LLP, private

name if different from company

tion>> under number <<Company

Registration Numbe

- 2.4 [Our registered offic
- 2.5 [Our main trading a or if no registered o
- 2.6 [Our VAT number is
- 2.7 [We are regulated b
- 2.8 [We are a member
- 2.9 [<<Insert further info

## 3. Communication and Con

- 3.1 If You wish to conta telephone at <<inse
- 3.2 In certain circumsta Clauses throughou writing You may use
  - 3.2.1 contact Us b

3.2.2 contact Us b

#### 4. Orders

- 4.1 We accept orders etc.>>.
- 4.2 When placing an C Details required inc an order form conta will be set out in the
- 4.3 Once the Order is send it to You eithe required Deposit (if
- 4.4 If We cannot accept
- 4.5 You may make cha
- 4.6 You may accept a 0 to Us within <<inse the Quotation.
- 4.7 When (but not before and You have paid Us will be created f We will then attack Agreement in accor
- 4.8 If you wish to chang Us and We will tel along with any ch accommodate the c acceptable to you, y









ce>>.] ss if different from registered office

•.] ılator(s)>>.] pciation(s) etc.>>.]

omplaints, You may contact Us by at <<insert email address>>.

Us in writing (as stated in various ditions). When contacting Us in

address>>; or

rt name>>, <<insert address>>.

methods e.g. telephone, internet

t, in detail, the Services required. ured>>. [We will provide You with ured information.] [All such details

We will prepare a Quotation and ost. The Quotation will set out the Clauses 5 and 6).

rm you of this in writing.

otation before accepting it.

dating a copy of it and returning it ar days>> after the date We issue

the Quotation, signed and dated, inding contract between You and vices and for You to pay for them. and complete any blanks in the

ting the Quotation, please contact change can be accommodated, able as a result. If we cannot o the fees or other matters are not ance with Clause 13 and/or 14.

#### 5. Deposit

- 5.1 At the time of accer calendar days>> th Products required ir Deposit will be <<i confirm an Order ur
- 5.2 If you cancel the Se in Clauses 13, 14, a

#### 6. Fees and Payment

- 6.1 The Quoted Fee w estimated Products
- 6.2 We will where reas Products) set out in Products are require keep any increases all times, and will no
- 6.3 If the price of Produ acceptance of the increase and of any the increase, You including, where ap
- 6.4 The Quoted Fee a changes We will ad
- 6.5 We will invoice You
- 6.6 You must pay any receiving it.
- 6.7 We accept the follo
  - 6.7.1 <<insert met
  - 6.7.2 <<insert met
  - 6.7.3 <<insert met
  - 6.7.4 <<insert other
- 6.8 If You do not pay a the overdue sum a of <<insert name o Interest will accrue payment, whether b
- 6.9 If You have prompt not charge interest

#### 7. Services

- 7.1 We will provide the accepted Quotation between You and U
- 7.2 [We may provide s









t more than <<insert period e.g. 7 n the nature of the work and any equired to pay Us a Deposit. The the Quoted Fee>>. We will not full.

me or all of the Deposit as set out

able for the Services and for the

y the Products (and quantities of Agreement; however, if additional Final Fee to reflect this. We will m, will keep You fully informed at greement.

s during the period between Your Date, We will inform You of the Fee. If You do not wish to accept e a full refund of all sums paid

lusive of VAT. If the rate of VAT nat You must pay.

completed.

eriod e.g. 30 calendar days>> of

|>>;

t:

e We may charge You interest on centage>>% above the base rate me until payment is made in full. e due date until the actual date of

e an invoice in good faith, We will ngoing.

with the specification set out in the is may be amended by agreement

amples, plans or similar items in

advance of the Jot only and is not inte guarantee specific r

- 7.3 We will use reason any) match those There may be sligh between photograp themselves, or as your use of the Pro different Products a without consulting v accept the alternativ sums paid including
- 7.4 The responsibility remains with Us ur pass to you. You wi for them.
- 7.5 We will ensure that and to a reasonable
- 7.6 We will ensure tha apply from time to ti
- 7.7 We will properly di Services.
- 7.8 Where a Job is to will, where reasona and minimise any o work is being carri materials only in ar the Property at the

## 8. Faulty Products

- 8.1 If any Products are You discover a defe Products have bee contact details abov
- 8.2 Within the first 30 refund, to keep t replacement.
- 8.3 After the first 30 ca option, repair or rep is not practicable of You are entitled to a a reduced price. Th been caused delibe follow instructions Product.
- 8.4 After the first six me the Product in que ownership of it. You







intended for illustrative purposes ct specification of the Job nor to

ure that the Products We use (if where applicable, are consistent. Products as a result of differences her materials, and the Products al changes which will not impact duct packaging may also vary. If vailability, We will not supply them of the Job. If You do not wish to ncel and receive a full refund of all eposit.

as the "risk") for the Products ered to You at which point it will We have received payment in full

ned with reasonable care and skill stent with best trade practice.

evant codes of practice that may

results from Our provision of the

vorking day, the Service Provider Property in a clean and tidy state d enjoyment of the Property while ever possible, store all tools and carried out, or remove them from

of Us providing the Services, and hose Products or if the Product or You should inform Us using the

entitled, at Your option, to a full duced price, or to a repair or

e first six months, We will, at Our ucts or, if a repair or replacement r or replacement is unsuccessful, r, You may keep the Product(s) at We can prove that the defect has ou, or as a result of Your failure to Provider or as included with the

elops a fault, You must prove that me We supplied it and You took pair or replacement, or to a partial refund for up to six long it can reasonal

#### 9. Problems with Our Service

- 9.1 If there is a problet provided with reaso fix the service, or to
- 9.2 We always use reas is trouble-free. If, h that You inform Us efforts to remedy possible and practic
- 9.3 We will not charge problems have bee determine that a information or action remedial work.
- 9.4 As a consumer, Yo goods or services. exercising them, it Advice Bureau or T
- 9.5 If We do not perforr right to request rep reasonable time w reduction in price.
- 9.6 If the Services are provided about the or, if that is not inconvenience to Y does not relate to t reduction in price.
- 9.7 If for any reason W Your legal rights, W and all costs of suc applies, this may b where You have all refund. Any such re within 14 calendar entitled to the refun by You unless You

#### 10. Your Obligations

- 10.1 If any consents, lic parties such as land must obtain them b
- 10.2 [We may ask you the Property before otherwise, this is Yo





he nature of the Product and how

Services, i.e. they have not been are entitled to ask Us to repeat or his is not possible.

that Our provision of the Services of with the Services, We request of possible. We will use reasonable ces as quickly as is reasonably

ms under this Clause 9 where the here nobody is at fault]. If We ised by incorrect or incomplete y You, We may charge You for

ts with respect to the purchase of ur legal rights and guidance on You contact your local Citizens

nable skill and care, You have the at is not possible or done within a You, You have the right to a

with information that We have the request repeat performance hin a reasonable time without ncerns information about Us that Services), You have the right to a

t the Services in accordance with or the same and We will bear any In cases where a price reduction ull fees payable for the Job and, o Us, may result in a full or partial out undue delay (and in any event on which We agree that You are e payment method originally used ethod.

sions are needed from any third es, local authorities or similar, You e the Services.

n furniture, fixtures, and fittings in s You and We specifically agree

- 10.3 You will ensure th Agreed Times to pr
- 10.4 You may either giv present at the Agre that all keys will be
- 10.5 If You do not provid for Us to provide th this Clause 10, and for any additional ch
- 10.6 [You must ensure and a supply of hot

### 11. Complaints and Feedbac

- 11.1 We always welcom all reasonable ende Ours is a positive of any cause for comp
- 11.2 All complaints are h and procedure, ava
- 11.3 If You wish to com contact Us in one of
  - 11.3.1 [In writing, department>
  - 11.3.2 [By email, department>
  - 11.3.3 [Using Our of form;]
  - 11.3.4 [By telephor <<insert nun

#### 12. Changing the Start Date

- 12.1 If You ask Us to cha
  - 12.1.1 We will whe You;
  - 12.1.2 If it is not po terminate the
- 12.2 If We ask You to ch 12.2.1 agree a revis

12.2.2 terminate the

#### 13. Cancellation of Contract

13.1 Where the Agreem right to a "cooling o the You and Us is for can access the Property at the

set of keys to the Property or be vice Provider access. We promise by Service Providers.

the Property or make it impossible comply with any other provision in ason for this, We may invoice you It.

r has access to electrical outlets

tomers and, while We always use our experience as a customer of ant to hear from You if You have

ith Our complaints handling policy on(s)>>.

of Your dealings with Us, please

t name and/or position and/or

t name and/or position and/or s>>;]

the instructions included with the

number>> [and choosing option

agree a revised Start Date with

Start Date either You or We may 15).

may either:

e 15).

## Period

premises", You have a statutory pegins once the contract between



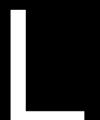
- 13.1.1 in relation to after the dat delivered in that you rece
- 13.1.2 in relation to on which the
- 13.2 If You wish to canc inform Us immediat email to the postal Terms and Condition do not have to.
- 13.3 To meet the canc communication cor cancellation period
- 13.4 If You exercise this paid to the Us in Deposit, where app
- 13.5 We will refund mor unless You have ex any fees as a result
- 13.6 We will process the undue delay and, ir day on which We ar
- 13.7 If You exercise the
  - 13.7.1 We will issu any event no Products (a Products to
  - 13.7.2 You must re on which Yo
  - 13.7.3 We may ma Products su You;
  - 13.7.4 Please also others canno
- 13.8 If the Start Date fall request for provision cooling off period. By making such a result.
  - 13.8.1 If the Job is You will lose
  - 13.8.2 If You cance You will be cannot be r inform Us of
  - 13.8.3 The amount Services an

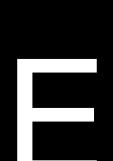












, at the end of 14 calendar days are delivered. If the Products are ndar day period begins on the day and

of 14 calendar days after the date

the cooling off period, You should (e.g. a letter sent by post, fax, or email address specified in these *l*odel Cancellation Form, but You

sufficient for You to send Your f the right to cancel before the

eceive a full refund of any amount (including, but not limited to, the

thod used to make the payment, e. In any case, You will not incur

a result of a cancellation without riod of 14 calendar days after the ation.

to Products:

ert normal refund period>> and in days after We receive the relevant delivery charges if You send the

within 14 calendar days of the day not cancel and return them;

e refund for loss in value of any result of unnecessary handling by

become inseparably mixed with

eriod, You must make an express egin within the 14 calendar day rmal part of the ordering process.] and agree to the following:

4 calendar day cooling off period, the Job is completed;

ovision of the Services has begun Services and any Products that up until the point at which You

proportion to the full price of the lready provided. Any sums that

have alread deductions of

- 13.8.4 We will proc in any event wish to canc
- 13.9 Clause 14 applies day cooling off perio

## 14. Cancellation Outside of t

- 14.1 In addition to Your may terminate the A Date (if relevant):
  - 14.1.1 If You cance expired (or v days>> befo and any othe event within
  - 14.1.2 If You cance expired (or days>> before applicable, a the cancella soon as is r days of cano of the Depose for the shore accordance
- 14.2 We may need to te unavailability of rec an event outside of We will inform You Deposit, if applicat possible, and in any

#### 15. Termination

- 15.1 You may terminate Us written notice if:
  - 15.1.1 We have bre to remedy t writing to do
  - 15.1.2 We enter int over Our as
  - 15.1.3 You and We Clause 12;
  - 15.1.4 We are unal control (see
- 15.2 We may terminate



D





vices will be refunded subject to

insert normal refund period>> and r days after You inform Us of Your

Agreement after the 14 calendar

ting to the cooling off period, You e Job) at any time before the Start

alendar day cooling off period has and more than <<e.g. 7 calendar I refund the Deposit, if applicable, is reasonably possible, and in any cellation.

alendar day cooling off period has and less than <<e.g. 7 calendar will retain from the Deposit, if nancial loss that We suffer due to balance of the Deposit to You as in any event within 14 calendar cial loss is more than the amount as been paid), We will invoice You required to make payment in

before the Start Date due to the rials, or due to the occurrence of If such cancellation is necessary, ably possible. We will refund the s paid as soon as is reasonably r days of termination.

ediate effect at any time by giving

any material way and have failed ert period>> of You asking Us in

dministrator or receiver appointed

agree a revised Start Date under

es due to an event outside of Our

ediate effect by giving You written

notice if:

- 15.2.1 You fail to n does not aff sub-Clause
- 15.2.2 You have br to remedy t writing to do
- 15.2.3 You and We Clause 12;
- 15.2.4 You do not p otherwise m Services, an Services und
- 15.2.5 We have be period>> we 17).
- 15.3 For the purposes considered 'materia terminating Party. I will be had to whe misunderstanding.
- 15.4 If at the termination
  - 15.4.1 You have m Deposit, whe these sums and in any e may, howev compensatio breaking the 15.2.2, or 15
  - 15.4.2 We have pr due will be d We will invo payment in a

## 16. Effects of Termination

- 16.1 If the Agreement is
  - 16.1.1 Any Clauses period after full force and
  - 16.1.2 Termination remedy whic the Agreeme

## 17. Events Outside of Our Co

17.1 We will not be liab under these Terms



as required under Clause 6 (this interest on overdue sums under

any material way and have failed ert period>> of Us asking You in

agree a revised Start Date under

der with access to the Property or e Service Provider to provide the to contact You to re-arrange the

e Services for more than <<insert tside of Our control (see Clause

reach of the Agreement will be trivial in its consequences to the ot a breach is material no regard any accident, mishap, mistake or

(including, but not limited to, the ervices We have not yet provided, as soon as is reasonably possible, days of the termination notice. We efund (or charge You) reasonable e will incur as a result of your nate it under sub-Clauses 15.2.1,

u have not yet paid for, the sums due to You or, if no refund is due, and You will be required to make

n:

or by their nature, relate to the of the Agreement will remain in

ce any right to damages or other have in respect of any breach of re the date of termination.

lay in performing Our obligations e failure or delay results from any

cause that is beyor not limited to: powe or other industrial explosion, flood, (threatened or actual preparations for wa that is beyond Our

- If any event describ 17.2 affect Our perform Conditions:
  - 17.2.1 We will infor
  - 17.2.2 Our obligation limits that W
  - 17.2.3 We will infor provide deta necessary:
  - 17.2.4 You or We n

#### 18. Liability

- 18.1 We will be respon suffer as a result of of Our negligence consequence of the Us when the Agree loss or damage that
- 18.2 We will maintain insurance.
- 18.3 We provide Service warranty or represe industrial purposes profit, loss of busir opportunity.
- 18.4 If We cause any da no additional cost to damage in or to N Services.
- 18.5 We are not liable for failure to follow a Provider.
- 18.6 Nothing in these Te Our liability for deat or fraudulent misrer
- 18.7 Nothing in these Te rights as a Consur details of Your lega Trading Standards











ol. Such causes include, but are provider failure, strikes, lock-outs riots and other civil unrest, fire, subsidence, acts of terrorism undeclared, threatened, actual or tural disaster, or any other event

occurs that is likely to adversely igations under these Terms and

sonably possible:

t will be suspended and any time tended accordingly;

butside of Our control is over and mes or availability of Services as

hent (see Clause 15).

e loss or damage that You may rms and Conditions or as a result foreseeable if it is an obvious r if it is contemplated by You and Ve will not be responsible for any

urance including public liability

ate purposes only. We make no are fit for commercial, business or t be liable to You for any loss of ness or for any loss of business

e will make good that damage at nsible for any pre-existing faults or nay discover while providing the

ou suffer which results from Your ns given by Us or the Service

ntended to or will limit or exclude ed by Our negligence or for fraud

ntended to or will limit Your legal r protection legislation. For more ur local Citizens Advice Bureau or 19. How We Use Your Persor

We will only use Your pers Privacy Notice>> available

## 20. Other Important Terms

- 20.1 We may from time You notice, but We as is reasonably po
- 20.2 We may transfer (a third party (this ma occurs We will infor be affected and Ou third party who will I
- 20.3 You may not tra Agreement without unreasonably withh
- 20.4 The Agreement is b person or third part enforce any provisio
- 20.5 If any provision of any competent auth validity of the oth Conditions and the
- 20.6 No failure or delay means that We or Y breach of any prov any subsequent bre

## 21. Regulations and Informat

- 21.1 We are required by Additional Charges given or made avai with You (i.e. before been signed) exce context of the trans Agreement or Quot before the Agreem information will, as contract with You as
- 21.2 As required by the
  - 21.2.1 all of the info
  - 21.2.2 any other in about Us or to accept th other decisio

will be a part of the



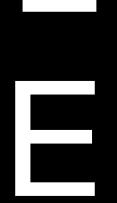
n)











Dur <<insert document name, e.g.

rms and Conditions without giving endeavours to inform You as soon es.

d rights under the Agreement to a if We sell Our business). If this ights under the Agreement will not greement will be transferred to the

bligations and rights under the nission (such permission not to be

s not intended to benefit any other person or party will be entitled to

Terms and Conditions is held by enforceable in whole or in part the greement or these Terms and n in question will not be affected.

g any rights under the Agreement t, and no waiver by Us or You of a means that We or You will waive ther provision.

ts (Information, Cancellation and ensure that certain information is mer before We make Our contract Quotation and the Agreement has on is already apparent from the the information itself either in the We will make it available to You accept the Quotation. All of that ions, be part of the terms of Our

-Clause 21.1; and

te to You about the Services, or take into account when deciding Agreement, or when making any

h You as a Consumer.

## 22. Law and Jurisdiction

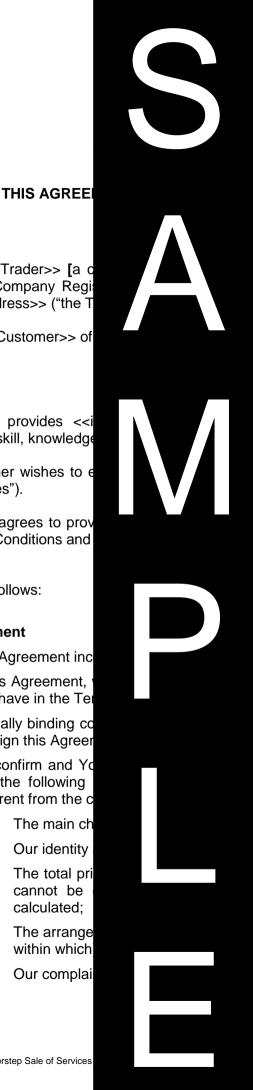
- 22.1 These Terms and ( and Us (whether construed in accord [Scotland].
- 22.2 As a consumer, yo your country of res reduces your rights
- 22.3 Any dispute, contro to these Terms and and Us (whether co the courts of Englar your residency.



and the relationship between you se) shall be governed by, and gland & Wales] [Northern Ireland]

handatory provisions of the law in Clause 22.1 above takes away or those provisions.

aim between you and Us relating t, or the relationship between you hall be subject to the jurisdiction of lorthern Ireland, as determined by



day of

Country of Registration>> under e registered office is at] OR [of]

e Customer")

s to consumer clients and has ld.

vide the services specified below

Customer, subject to the attached ent.

erms and Conditions.

etters have the same meaning as

Us will be created when You and

have given or made available to here such information is already

ces;

ces including taxes or, if the Price the manner in which it will be

rmance and the time by which (or m the Services:

# **BETWEEN:**

- (1) <<Name of Trader>> [a d number <<Company Regi <<insert Address>> ("the T
- (2) <<Name of Customer>> of

## **BACKGROUND:**

- (1) The Trader provides <<i reasonable skill, knowledge
- (2) The Customer wishes to e ("the Services").
- (3) The Trader agrees to prov Terms and Conditions and

## IT IS AGREED as follows:

#### 1. The Agreement

- 1.1 This Agreement inc
- 1.2 In this Agreement, they have in the Tel
- 1.3 A legally binding co We sign this Agreer
- 1.4 We confirm and Yo You the following apparent from the c
  - 1.4.1 The main ch
  - 1.4.2 Our identity
  - 1.4.3 The total pri cannot be calculated:
  - 1.4.4 The arrange within which
  - 1.4.5 Our complai

- 1.4.6 The duration is of indete conditions for
- 1.4.7 Information
- 1.5 As required by the Additional Charges
  - 1.5.1 all of the info
  - 1.5.2 any other in about Us v Agreement d
  - a) will be part of

#### 2. The Services

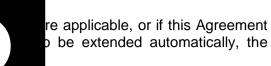
- 2.1 We will:
  - 2.1.1 begin to prov
  - 2.1.2 aim to comp
  - 2.1.3 provide the such other ti
  - 2.1.4 provide the
  - 2.1.5 perform the Clause 2.2
- 2.2 The specification for services to be provi
- 2.3 The Products we products to be supp
- 2.4 You and We may a

#### 3. Fees and Payment

- 3.1 You will pay the Qu changes as set out down as follows:
  - 3.1.1 <<insert a bi
- 3.2 <<Insert full details

#### 4. Waiver of Cooling Off Pe

- 4.1 By signing this Ag Services immediate referred to in Clause
- 4.2 You acknowledge t pay Us for the Serv Your wish to cancel
- 4.3 You acknowledge t



I during the "cooling off" period.

(Information, Cancellation and

use 1.4; and

ve to You about the Services or ccount when entering into this r decision about the Services

ict with You as a Consumer.

Start Date of <<insert date>>; date>>:

eed Times of <<insert times>> or / agree in writing;

ocated at <<insert address>>;

with the specification referred to in

llows: <<insert full description of

ows: <<insert full description of attached specification].

specification from time to time.

um>> for the Services (subject to litions). This sum may be broken

able>>.

) as detailed in the Quotation>>.

Is to commence provision of the 14 calendar day cooling off period nditions to expire.

ght to cancel You will be liable to e point at which You inform Us of of the Terms and Conditions.

t to cancel if the Services are fully







performed within the	g off period.
SIGNED for and on behalf of the T < <name and="" of="" person="" signir<="" td="" title=""><td></td></name>	
Authorised Signature	
Date:	
SIGNED by the Customer:	
Signature	
Date:	
© Simply-docs TR.DSS.02 Doorstep Sale of Services	



DRM

and, where available, fax number

e (delete as appropriate) cancel < >>.

© Simply-docs TR.DSS.02 Doorstep Sale of Services

and email address>>

Date:

Name of consumer(s): << >>