

TERMS AND CONDITIONS OF SERVICES

BACKGROUND:

These Terms and Conditions are to be read in conjunction with the order for services and <<Insert Contract Number>> (“the Order”) and the contract is made “on acceptance of the Order” and ensure that you understand and agree to these Terms and Conditions and contact us.

These Terms and Conditions apply to you as a “Consumer” as defined by the Consumer Rights Act 2015.

1. Definitions and Interpretation

1.1 In these Terms and Conditions, unless the context otherwise requires, the following expressions shall have the following meanings:

“Agreed Times”

“Agreement”

“Business”

“Consumer”

“Deposit”

“Final Fee”

“Job”

“Model Cancellation Form”

“Order”

“Products”

These Terms and Conditions apply when a customer places an order for services and <<Insert Contract Number>> (“the Trader”) accepts the order and the contract is made “on acceptance of the Order”. Please read them carefully and ensure that you understand and agree to these Terms and Conditions. If you have any questions, please contact us.

These Terms and Conditions apply to you as a “Consumer” as defined by the Consumer Rights Act 2015.

In these Terms and Conditions, unless the context otherwise requires, the following expressions shall have the following meanings:

“Agreed Times” means the times agreed between You and We for the access to the Property to be provided as specified in the Agreement[;]

“Agreement” means the Agreement to which You and We will enter into in relation to the Services. The Agreement will be subject to, these Terms and Conditions. A standard form of Agreement is attached to the Order.

“Business” means any trade, craft or profession carried on by an individual person or organisation;

“Consumer” means a natural person as defined by the Consumer Rights Act 2015 who is not acting in relation to these Terms and Conditions in the course of their business as a customer of the Trader who is acting for their personal use and for purposes other than the purposes of any Business;

“Deposit” means a sum of money which may be required to pay in advance of the Services as specified in Clause 5;

“Final Fee” means a sum of money which You must pay which will be charged to You in accordance with Clause 6 and the Conditions of the Services;

“Job” means the performance of the Services;

“Model Cancellation Form” means the cancellation form attached as an annex to the Order;

“Order” means the request for Us to provide the Services;

“Products” means the materials required for the provision of the Services and any supply (if any) as specified in the Order.

S

5. Deposit

- 5.1 At the time of acceptance of the Order, We will not accept an Order for more than <<insert period e.g. 7 calendar days>> the Products required in the Order. You are required to pay Us a Deposit. The Deposit will be <<insert amount>> of the Quoted Fee>>. We will not confirm an Order unless the Deposit is received in full.
- 5.2 If you cancel the Services or Products, We will require some or all of the Deposit as set out in Clauses 13, 14, and 15.

6. Fees and Payment

- 6.1 The Quoted Fee will be payable for the Services and for the estimated Products.
- 6.2 We will where reasonable vary the Products (and quantities of Products) set out in the Agreement; however, if additional Products are required, We will charge a Final Fee to reflect this. We will keep any increases in the Quoted Fee, and will notify You in writing at all times, and will not be bound to accept an Order if the Quoted Fee increases during the period between Your acceptance of the Order and the Date of the Agreement. We will inform You of the increase and of any Final Fee to be charged. If You do not wish to accept the increase, You must pay Us a full refund of all sums paid including, where applicable, the Quoted Fee.
- 6.3 If the price of Products increases during the period between Your acceptance of the Order and the Date of the Agreement, We will inform You of the increase and of any Final Fee to be charged. If You do not wish to accept the increase, You must pay Us a full refund of all sums paid including, where applicable, the Quoted Fee.
- 6.4 The Quoted Fee is exclusive of VAT. If the rate of VAT changes We will advise You of the rate of VAT that You must pay.
- 6.5 We will invoice You for the Quoted Fee when the Services are completed.
- 6.6 You must pay any Quoted Fee within <<insert period e.g. 30 calendar days>> of receiving it.
- 6.7 We accept the following methods of payment:
 - 6.7.1 <<insert method 1>>;
 - 6.7.2 <<insert method 2>>;
 - 6.7.3 <<insert method 3>>;
 - 6.7.4 <<insert other methods>>.
- 6.8 If You do not pay a Quoted Fee by the Date of the Agreement, We may charge You interest on the overdue sum at the rate of <<insert percentage>>% above the base rate of <<insert name of bank>> until payment is made in full. Interest will accrue from the Date of the Agreement to the due date until the actual date of payment, whether by instalment or otherwise.
- 6.9 If You have promptly paid a Quoted Fee, We will issue an invoice in good faith, We will not charge interest on the Quoted Fee if the Services are ongoing.

7. Services

- 7.1 We will provide the Services with the specification set out in the accepted Quotation. The Services may be amended by agreement between You and Us.
- 7.2 [We may provide samples, plans or similar items in

A

M

P

L

E

refund for up to six months. We will not charge You for the nature of the Product and how long it can reasonably be expected to last.

the nature of the Product and how long it can reasonably be expected to last.

9. Problems with Our Services

9.1 If there is a problem with the Services, i.e. they have not been provided with reasonable quality, You are entitled to ask Us to repeat or fix the service, or to provide alternative Services, if this is not possible.

Services, i.e. they have not been provided with reasonable quality, You are entitled to ask Us to repeat or fix the service, or to provide alternative Services, if this is not possible.

9.2 We always use reasonable efforts to remedy any problem with the Services, i.e. they have not been provided with reasonable quality, if that is not possible and practicable. If, however, the problem is trouble-free. If, however, the problem is not trouble-free, that You inform Us of the problem as soon as possible and practicable, We will use reasonable efforts to remedy any problem with the Services as quickly as is reasonably possible.

that Our provision of the Services is not trouble-free. If, however, the problem is not trouble-free, that You inform Us of the problem as soon as possible and practicable, We will use reasonable efforts to remedy any problem with the Services as quickly as is reasonably possible.

9.3 We will not charge You for any problems under this Clause 9 where the problems have been caused by Us [where nobody is at fault]. If We determine that a problem has been caused by incorrect or incomplete information or actions taken by You, We may charge You for remedial work.

problems under this Clause 9 where the problems have been caused by Us [where nobody is at fault]. If We determine that a problem has been caused by incorrect or incomplete information or actions taken by You, We may charge You for remedial work.

9.4 As a consumer, You have the right to request repeat performance of goods or services. If You are exercising them, it is recommended that You contact your local Citizens Advice Bureau or Trading Standards for advice.

rights with respect to the purchase of goods or services. If You are exercising them, it is recommended that You contact your local Citizens Advice Bureau or Trading Standards for advice.

9.5 If We do not perform our obligations under this Clause 9, You have the right to request repeat performance of the Services within a reasonable time without charge. If that is not possible or done within a reasonable time without charge, You have the right to a reduction in price.

reasonable skill and care, You have the right to request repeat performance of the Services within a reasonable time without charge. If that is not possible or done within a reasonable time without charge, You have the right to a reduction in price.

9.6 If the Services are not provided as described in the information provided about them, or if that is not done within a reasonable time without charge, and the inconvenience to You does not relate to the Services, You have the right to a reduction in price.

with information that We have provided about them, or if that is not done within a reasonable time without charge, and the inconvenience to You does not relate to the Services, You have the right to a reduction in price.

9.7 If for any reason We do not provide the Services in accordance with Your legal rights, We will provide the Services for the same and We will bear any costs of such provision. In cases where a price reduction applies, this may be a full or partial refund. Any such refund will be provided within 14 calendar days of the date on which You are entitled to the refund. The refund will be made by the payment method originally used by You unless You specify otherwise.

the Services in accordance with Your legal rights, We will provide the Services for the same and We will bear any costs of such provision. In cases where a price reduction applies, this may be a full or partial refund. Any such refund will be provided within 14 calendar days of the date on which You are entitled to the refund. The refund will be made by the payment method originally used by You unless You specify otherwise.

10. Your Obligations

10.1 If any consents, licences, permissions or approvals are needed from any third parties such as landlords, local authorities or similar, You must obtain them before We provide the Services.

consents, licences, permissions or approvals are needed from any third parties such as landlords, local authorities or similar, You must obtain them before We provide the Services.

10.2 [We may ask you to provide furniture, fixtures, and fittings in the Property before We provide the Services, if You and We specifically agree otherwise, this is Your obligation.]

in furniture, fixtures, and fittings in the Property before We provide the Services, if You and We specifically agree otherwise, this is Your obligation.]

S

A

M

P

L

E

S

10.3 You will ensure that the Property can be accessed by You at the Agreed Times to provide access to the Property at the

10.4 You may either give a set of keys to the Property or be present at the Agreement to provide Service Provider access. We promise that all keys will be provided by Service Providers.

10.5 If You do not provide access to the Property or make it impossible for Us to provide the Property, we will not be bound to comply with any other provision in this Clause 10, and we reserve the right, without reason for this, We may invoice you for any additional charges incurred.

10.6 [You must ensure that the Property has access to electrical outlets and a supply of hot water.]

11. Complaints and Feedback

11.1 We always welcome feedback from our customers and, while We always use all reasonable endeavours to resolve any issues, your experience as a customer of Ours is a positive one. We value your feedback and want to hear from You if You have any cause for complaint.

11.2 All complaints are handled in accordance with Our complaints handling policy and procedure, available on our website <>>.

11.3 If You wish to complain about any aspect of Your dealings with Us, please contact Us in one of the following ways:

11.3.1 [In writing, to the attention of the relevant department]

11.3.2 [By email, to the attention of the relevant department]

11.3.3 [Using Our complaints form, available on our website <>>]

11.3.4 [By telephone, on the number <>> [and choosing option <<insert number>>]]

12. Changing the Start Date

12.1 If You ask Us to change the Start Date, we will agree a revised Start Date with You;

12.1.1 We will agree a revised Start Date with You;

12.1.2 If it is not possible to agree a revised Start Date either You or We may terminate the Agreement in accordance with clause 15).

12.2 If We ask You to change the Start Date, You may either:

12.2.1 agree a revised Start Date with Us;

12.2.2 terminate the Agreement in accordance with clause 15).

13. Cancellation of Contract

13.1 Where the Agreement is made on the premises, You have a statutory right to a "cooling off" period of 14 days from the date the contract between the You and Us is formed.

A

M

P

L

E

S

13.1.1 in relation to
after the date
delivered in
that you receive

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

13.1.2 in relation to
on which the

of 14 calendar days after the date

13.2 If You wish to cancel
inform Us immediately
email to the postal
Terms and Conditions
do not have to.

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

13.3 To meet the cancellation
communication completed
cancellation period

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

13.4 If You exercise this
paid to the Us in
Deposit, where applicable

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

13.5 We will refund money
unless You have exercised
any fees as a result

method used to make the payment,
etc. In any case, You will not incur

13.6 We will process the
undue delay and, in any
day on which We are

as a result of a cancellation without
period of 14 calendar days after the
cancellation.

13.7 If You exercise the

to Products:

13.7.1 We will issue
any event notwithstanding
Products (and
Products to

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

13.7.2 You must return
on which You

within 14 calendar days of the day
to cancel and return them;

13.7.3 We may make
Products supplied
You;

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

13.7.4 Please also
others cannot

it become inseparably mixed with

13.8 If the Start Date falls
request for provision of
cooling off period.
By making such a request

period, You must make an express
begin within the 14 calendar day
normal part of the ordering process.]
and agree to the following:

13.8.1 If the Job is
You will lose

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

13.8.2 If You cancel
You will be
cannot be returned
inform Us of

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

13.8.3 The amount
Services and

in proportion to the full price of the
already provided. Any sums that

A

M

P

L

E

S

have already
deductions of

services will be refunded subject to

13.8.4 We will proceed
in any event
wish to cancel

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

13.9 Clause 14 applies to
day cooling off period

Agreement after the 14 calendar

14. Cancellation Outside of t

14.1 In addition to Your
may terminate the A
Date (if relevant):

giving notice to the cooling off period, You
(the Job) at any time before the Start

14.1.1 If You cancel
expired (or <<insert number of days>> before
<<insert number of days>> before
and any other

calendar day cooling off period has
<<insert number of days>> and more than <<e.g. 7 calendar
>> days>> before the Start Date, We will refund the Deposit, if applicable,
as soon as is reasonably possible, and in any event within

14.1.2 If You cancel
expired (or <<insert number of days>> before
<<insert number of days>> before
applicable, and
the cancellation
as soon as is
<<insert number of days>> days of cancellation
of the Deposit
for the shortfall
in accordance

calendar day cooling off period has
<<insert number of days>> and less than <<e.g. 7 calendar
>> days>> before the Start Date, We will retain from the Deposit, if
applicable, an amount representing our financial loss that We suffer due to
the cancellation of the balance of the Deposit to You as
soon as is reasonably possible, and in any event within 14 calendar
days of cancellation. If such financial loss is more than the amount
of the Deposit (as has been paid), We will invoice You
for the shortfall required to make payment in

14.2 We may need to terminate
unavailability of resources
an event outside of
We will inform You
Deposit, if applicable
possible, and in any

before the Start Date due to the
unavailability of resources, or due to the occurrence of
an event outside of Our control. If such cancellation is necessary,
We will refund the Deposit as paid as soon as is reasonably
possible, and in any event within <<insert number of days>> days of termination.

15. Termination

15.1 You may terminate
Us written notice if:

immediate effect at any time by giving

15.1.1 We have breached
to remedy the breach
writing to do

in any material way and have failed
<<insert number of days>> of You asking Us in

15.1.2 We enter into
over Our assets

an administrator or receiver appointed

15.1.3 You and We
Clause 12;

agree a revised Start Date under

15.1.4 We are unable
control (see

terminate the Agreement due to an event outside of Our

15.2 We may terminate

immediate effect by giving You written

A

M

P

L

E

S

notice if:

15.2.1 You fail to n... does not af... sub-Clause

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

15.2.2 You have br... to remedy t... writing to do

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

15.2.3 You and We... Clause 12;

agree a revised Start Date under

15.2.4 You do not p... otherwise m... Services, an... Services und

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

15.2.5 We have be... period>> we... 17).

the Services for more than <<insert outside of Our control (see Clause

15.3 For the purposes... considered 'material... terminating Party. I... will be had to whe... misunderstanding.

breach of the Agreement will be trivial in its consequences to the not a breach is material no regard any accident, mishap, mistake or

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

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

15.4.2 We have pr... due will be d... We will invo... payment in a

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

16. Effects of Termination

16.1 If the Agreement is

n:

16.1.1 Any Clauses... period after... full force and

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

16.1.2 Termination... remedy whic... the Agreeme

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

17. Events Outside of Our Co

17.1 We will not be liab... under these Terms

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

A

M

P

L

E

S

cause that is beyond Our control, not limited to: power cuts, strikes or other industrial action, fire, explosion, flood, sabotage, terrorism (threatened or actual), war, civil unrest, preparations for war, or any other event that is beyond Our control.

ol. Such causes include, but are not limited to: power provider failure, strikes, lock-outs, riots and other civil unrest, fire, sabotage, terrorism, undeclared, threatened, actual or natural disaster, or any other event

17.2 If any event described in Clause 17.1 affects Our performance under these Conditions:

17.1 occurs that is likely to adversely affect Our performance under these Terms and Conditions:

17.2.1 We will inform You as soon as reasonably possible;

17.2.1 We will inform You as soon as reasonably possible;

17.2.2 Our obligations under these Conditions will be suspended and any time limits that We have agreed will be extended accordingly;

17.2.2 Our obligations under these Conditions will be suspended and any time limits that We have agreed will be extended accordingly;

17.2.3 We will inform You if the event outside of Our control is over and provide details of the impact on the terms or availability of Services as necessary;

17.2.3 We will inform You if the event outside of Our control is over and provide details of the impact on the terms or availability of Services as necessary;

17.2.4 You or We may terminate the Agreement (see Clause 15).

17.2.4 You or We may terminate the Agreement (see Clause 15).

18. Liability

18.1 We will be responsible for any loss or damage that You may suffer as a result of Our negligence or the negligence of Our employees, agents or subcontractors if it is an obvious consequence of the negligence or if it is contemplated by You and Us when the Agreement is made. We will not be responsible for any loss or damage that is not foreseeable.

18.1 We will be responsible for any loss or damage that You may suffer as a result of Our negligence or the negligence of Our employees, agents or subcontractors if it is an obvious consequence of the negligence or if it is contemplated by You and Us when the Agreement is made. We will not be responsible for any loss or damage that is not foreseeable.

18.2 We will maintain adequate insurance, including public liability insurance.

18.2 We will maintain adequate insurance, including public liability insurance.

18.3 We provide Services on a "as is" basis, without warranty or representation, for your private or industrial purposes only. We make no representation that the Services are fit for commercial, business or professional purposes. We will not be liable to You for any loss of profit, loss of business or for any loss of business opportunity.

18.3 We provide Services on a "as is" basis, without warranty or representation, for your private or industrial purposes only. We make no representation that the Services are fit for commercial, business or professional purposes. We will not be liable to You for any loss of profit, loss of business or for any loss of business opportunity.

18.4 If We cause any damage to You, We will make good that damage at no additional cost to You, except for any pre-existing faults or damage in or to Your property that You may discover while providing the Services.

18.4 If We cause any damage to You, We will make good that damage at no additional cost to You, except for any pre-existing faults or damage in or to Your property that You may discover while providing the Services.

18.5 We are not liable for any loss or damage that You suffer which results from Your failure to follow any instructions given by Us or the Service Provider.

18.5 We are not liable for any loss or damage that You suffer which results from Your failure to follow any instructions given by Us or the Service Provider.

18.6 Nothing in these Terms and Conditions is intended to or will limit or exclude Our liability for death or personal injury caused by Our negligence or for fraud.

18.6 Nothing in these Terms and Conditions is intended to or will limit or exclude Our liability for death or personal injury caused by Our negligence or for fraud.

18.7 Nothing in these Terms and Conditions is intended to or will limit Your legal rights as a Consumer under any consumer protection legislation. For more details of Your legal rights, contact your local Citizens Advice Bureau or Trading Standards Office.

18.7 Nothing in these Terms and Conditions is intended to or will limit Your legal rights as a Consumer under any consumer protection legislation. For more details of Your legal rights, contact your local Citizens Advice Bureau or Trading Standards Office.

A

M

P

L

E

S

19. How We Use Your Personal Information

We will only use Your personal information in accordance with Our Privacy Notice available at <<insert document name, e.g. Privacy Notice>>.

n)

Our <<insert document name, e.g. Privacy Notice>>.

20. Other Important Terms

20.1 We may from time to time amend these Terms and Conditions without giving You notice, but We will endeavour to inform You as soon as is reasonably possible.

Terms and Conditions without giving You notice, but We will endeavour to inform You as soon as is reasonably possible.

20.2 We may transfer (assign) all or part of Our rights and obligations under the Agreement to a third party (this may occur if We sell Our business). If this occurs We will inform You in advance. Your rights under the Agreement will not be affected and Our obligations under the Agreement will be transferred to the third party who will be bound by the Agreement.

and rights under the Agreement to a third party (this may occur if We sell Our business). If this occurs We will inform You in advance. Your rights under the Agreement will not be affected and Our obligations under the Agreement will be transferred to the third party who will be bound by the Agreement.

20.3 You may not transfer (assign) any of Your obligations and rights under the Agreement without Our prior written permission (such permission not to be unreasonably withheld).

obligations and rights under the Agreement without Our prior written permission (such permission not to be unreasonably withheld).

20.4 The Agreement is binding on You and We and no person or third party other than You or Us will be entitled to enforce any provision of the Agreement.

is not intended to benefit any other person or party and no person or party other than You or Us will be entitled to enforce any provision of the Agreement.

20.5 If any provision of the Agreement is held to be unenforceable in whole or in part by any competent authority, the enforceability of the other provisions of the Agreement, the Terms and Conditions and the Agreement shall not be affected.

Terms and Conditions is held to be unenforceable in whole or in part by any competent authority, the enforceability of the other provisions of the Agreement, the Terms and Conditions and the Agreement shall not be affected.

20.6 No failure or delay by Us in exercising any rights under the Agreement or in enforcing any provision of the Agreement, and no waiver by Us or You of a breach of any provision of the Agreement, means that We or You will waive any subsequent breach of that provision or any other provision.

exercising any rights under the Agreement or in enforcing any provision of the Agreement, and no waiver by Us or You of a breach of any provision of the Agreement, means that We or You will waive any subsequent breach of that provision or any other provision.

21. Regulations and Information

21.1 We are required by certain regulations (Information, Cancellation and Additional Charges) to ensure that certain information is given or made available to You before We make Our contract with You (i.e. before the Quotation and the Agreement has been signed) except where the information is already apparent from the context of the transaction. We will make it available to You before the Agreement is made. This information will, as a condition of the contract with You as a Consumer, be part of the terms of Our contract with You as a Consumer.

acts (Information, Cancellation and Additional Charges) to ensure that certain information is given or made available to You before We make Our contract with You (i.e. before the Quotation and the Agreement has been signed) except where the information is already apparent from the context of the transaction. We will make it available to You before the Agreement is made. This information will, as a condition of the contract with You as a Consumer, be part of the terms of Our contract with You as a Consumer.

21.2 As required by the Regulations:

21.2.1 all of the information required by Clause 21.1; and

Clause 21.1; and

21.2.2 any other information that we are required to provide to You about the Services, or that you should take into account when deciding whether to accept the Agreement, or when making any other decision about the Services.

information that we are required to provide to You about the Services, or that you should take into account when deciding whether to accept the Agreement, or when making any other decision about the Services.

will be a part of the terms of Our contract with You as a Consumer.

with You as a Consumer.

A

M

P

L

E

22. Law and Jurisdiction

22.1 These Terms and Conditions and Us (whether construed in accordance with the law of England & Wales] [Northern Ireland] [Scotland].

22.2 As a consumer, you acknowledge that the mandatory provisions of the law in Clause 22.1 above takes away or reduces your rights.

22.3 Any dispute, controversy or claim between you and Us relating to these Terms and Conditions, or the relationship between you and Us (whether construed in accordance with the law of England & Wales] [Northern Ireland] [Scotland], shall be subject to the jurisdiction of the courts of England & Wales] [Northern Ireland] [Scotland], as determined by your residency.

S

A

M

P

L

E

S

THIS AGREEMENT is made this _____ day of _____

BETWEEN:

- (1) <<Name of Trader>> [a company registered in <<Country of Registration>> under number <<Company Registration Number>> whose registered office is at] **OR** [of] <<insert Address>> (“the Trader”)
- (2) <<Name of Customer>> of <<Country of Residence>> (“the Customer”)

BACKGROUND:

- (1) The Trader provides <<insert description of services>> to consumer clients and has reasonable skill, knowledge and experience in providing such services.
- (2) The Customer wishes to engage the Trader to provide the services specified below (“the Services”).
- (3) The Trader agrees to provide the Services to the Customer, subject to the attached Terms and Conditions and any other documents referred to therein.

IT IS AGREED as follows:

1. The Agreement

- 1.1 This Agreement includes the attached Terms and Conditions.
- 1.2 In this Agreement, the words and expressions used and the letters have the same meaning as they have in the Terms and Conditions.
- 1.3 A legally binding contract will be created when You and We sign this Agreement.
- 1.4 We confirm and You acknowledge that we have given or made available to You the following information, where such information is already available to You:
 - 1.4.1 The main characteristics of the Services;
 - 1.4.2 Our identity;
 - 1.4.3 The total price of the Services including taxes or, if the Price is not fixed, the manner in which it will be calculated;
 - 1.4.4 The arrangements for the performance and the time by which (or within which) the Services will be provided;
 - 1.4.5 Our complaint handling procedures.

A

M

P

L

E

S

1.4.6 The duration of the Services shall be as applicable, or if this Agreement is of indefinite duration, it shall be extended automatically, the conditions for extension shall be as follows:

1.4.7 Information shall be provided during the "cooling off" period.

1.5 As required by the Consumer Protection Act (Information, Cancellation and Additional Charges)

1.5.1 all of the information shall be provided in accordance with Clause 1.4; and

1.5.2 any other information shall be provided to You about the Services or the Account when entering into this Agreement or before You make your decision about the Services

a) You shall be treated as a Consumer in any contact with You as a Consumer.

A

2. The Services

2.1 We will:

2.1.1 begin to provide the Services on the Start Date of <<insert date>>;

2.1.2 aim to complete the Services by the date of <<insert date>>;

2.1.3 provide the Services at the times of <<insert times>> or at such other times as You may agree in writing;

2.1.4 provide the Services at the address located at <<insert address>>;

2.1.5 perform the Services in accordance with the specification referred to in Clause 2.2

2.2 The specification for the Services shall be as follows: <<insert full description of services to be provided>>

2.3 The Products we supply shall be as follows: <<insert full description of products to be supplied, including any attached specification]>>

2.4 You and We may agree to vary the specification from time to time.

M

P

3. Fees and Payment

3.1 You will pay the Quoted Sum for the Services (subject to any changes as set out in the Quotation). This sum may be broken down as follows:

3.1.1 <<insert a breakdown of the Quoted Sum (if applicable)>>.

3.2 <<Insert full details of any other charges (if applicable) as detailed in the Quotation>>.

4. Waiver of Cooling Off Period

4.1 By signing this Agreement, You waive the right to commence provision of the Services immediately after the 14 calendar day cooling off period referred to in Clause 1.5.1 and the conditions to expire.

4.2 You acknowledge that you have the right to cancel You will be liable to pay Us for the Services from the point at which You inform Us of Your wish to cancel in accordance with the Terms and Conditions.

4.3 You acknowledge that you have the right to cancel if the Services are fully

L

E

performed within the _____ off period.

SIGNED for and on behalf of the T
<<Name and Title of person signing

Authorised Signature

Date: _____

SIGNED by the Customer:

Signature

Date: _____

S

A

M

P

L

E

MOD

DRM

S

To: <<trader to insert trader's name and email address>>

and, where available, fax number

I/We (delete as appropriate) hereby
my/our (delete as appropriate) contract

(delete as appropriate) cancel
< >.

Name of consumer(s): << >>

A

Address of consumer(s): << >>

Signature of consumer(s): << >>

Date:

M

P

L

E