

"Ore	der"	Your initial request for Us to provide the on Services as set out in Clause 4;	ne Aerial	
"Pro	oducts <sup>:</sup>	ne products required for the provision stallation Services which We will sup g, but not limited to, the Equipment) a greement;	ply	
"Pro	operty"	Your home, as detailed in the Order a ent, at which the Aerial Installation Se place including the site/s where work out;	ervices are	
"Qu	otatior	he quotation We give to You in accord detailing the services We will provid fees We will charge;		
"Qu	oted F	he fee set out in the Quotation which according to the actual work undertak ause 6 of these Terms and Condition	ken as set	
"Sta	art Date	ne date You and We agree on for Us g the Aerial Installation Services as s ement;		
"Tra	ader"	Js or Our employee who will be respond the Aerial Installation Services;	onsible for	
"Vis	it"	iny occasion, scheduled or otherwise the Property to provide the Aerial Ins ;		
"We	/Us/Ot	he Trader and includes all employees contractors of the Trader; and	s, agents	
"Yo	u/Your	Consumer who is a customer of the	Trader.	
1.2	Any expre mail,	ns and Conditions to "writing", and nce to any electronic communication electronic means.	-	
1.3	Each statu	or provision of a statute is a reference and or re-enacted at the relevant time.		
1.4	Each and (	ns and Conditions" is a reference to t	these Terms	
1.5	Each Conc	is a reference to a schedule to these	e Terms and	
1.6	The land c		Terms and Conditions are for convenience only ation of these Terms and Conditions.	
1.7	Worc	number will include the plural and vic	e versa.	
1.8	Refe	include any other gender.		
1.9	Refe corpo	less the context otherwise requir	es, include	
Docs - BS.	TC.12 - Ae	C).		

#### 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 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 infe

### 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 telephone, internet
- 4.2 When placing an C Services required. type of Equipmen installations require (e.g. roof, wall, loft prompts for all red Agreement.]
- 4.3 Once the Order is a and send it to You the required Deposi
- 4.4 If We decide that V will inform You of th
- 4.5 Before You accept may request change requested changes all amendments ma



trader, partnership, LLP, private name if different from company tion>> under number <<Company

ce>>.] ss if different from registered office

llator(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>>.

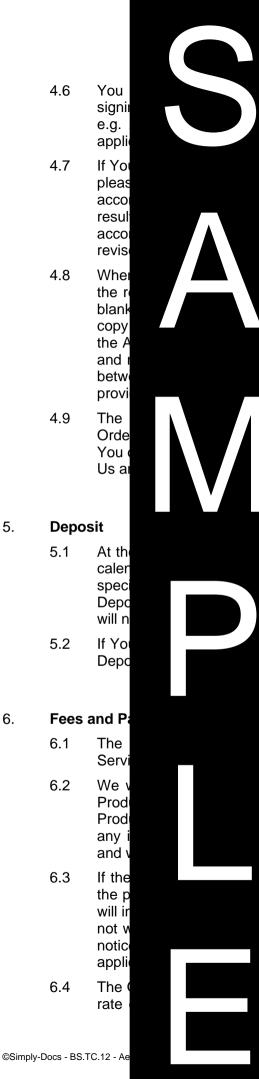
rvices via <<insert methods e.g.

It, in detail, the Aerial Installation the location of the Property, the minidish etc.), the number of ere the Equipment is to be placed ou with an order form containing such details are set out in the

o Us, We will prepare a Quotation ss post. The Quotation will set out see Clauses 5 and 6).

rder and provide a Quotation, We

make changes to the Order and nending the Quotation to show the e Quotation to incorporate any or



or, where applicable, a revised Quotation, by it and returning it to Us within <<insert period, er the date We issue the Quotation or, where h.

ge/s to Your Order after accepting the Quotation, ill tell You whether or not the change/s can be You of any changes to the fees payable as a evised Quotation where We decide that We can that You requested. You may then accept that

Us the accepted Quotation or, where applicable, bu have paid the Deposit, We will complete any cordance with the accepted Quotation, attach a ted Quotation to the Agreement, sign and date o You. If You then sign and date the Agreement have paid the Deposit, a legally binding contract e at that time come into effect requiring Us to Services and for You to pay for them.

ance of an Order or Quotation or any revised Us shall not have any legally binding effect on Agreement is signed and dated by both You and bosit.

uotation or not more than <<insert period e.g. 7 depending on the nature of the work and any in advance. We may require You to pay Us a <insert sum e.g. 25% of the Quoted Fee>>. We for You to sign until the Deposit is paid in full.

ation Services, We may retain some or all of the 13, 14 and 15.

e the price payable for the Aerial Installation that We estimate are required.

ssible use only the Products (and quantities of ation and the Agreement; however, if additional I adjust the Final Fee to reflect this. We will keep minimum, will keep You informed at all times, our [written] agreement.

vices that We need to procure increases during eptance of the Quotation and the Start Date, We and of any difference in the Final Fee. If You do se. You may cancel the Agreement by giving Us a full refund of all sums paid including, where

I Fee are inclusive of any VAT chargeable. If the es, We will adjust the amount of VAT that You

C).

must pay.

6.5	We	will	invoice		
completed.					

- 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. Aerial Installation Service

- 7.1 We will provide t specification set ou be amended by agr
- 7.2 [We may provide advance of carrying intended for illustrat specification of the results.]
- 7.3 We will advise You You are free to ign in a different locatic You do so We cann
- 7.4 We will try to find Equipment to receinsignal received whin not limited to, the pr
- 7.5 If We cannot find Equipment (e.g. an additional Equipme reception which ma
- 7.6 We will advise You Installation Service and value. We will with You.
- 7.7 There may be sligh between photograp themselves, or as

nstallation Services have been

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.

ervices in accordance with the on and in the Agreement (as may n You and Us from time to time).

plans or similar documents in on Services. Any such material is on tintended to provide an exact rvices nor to guarantee specific

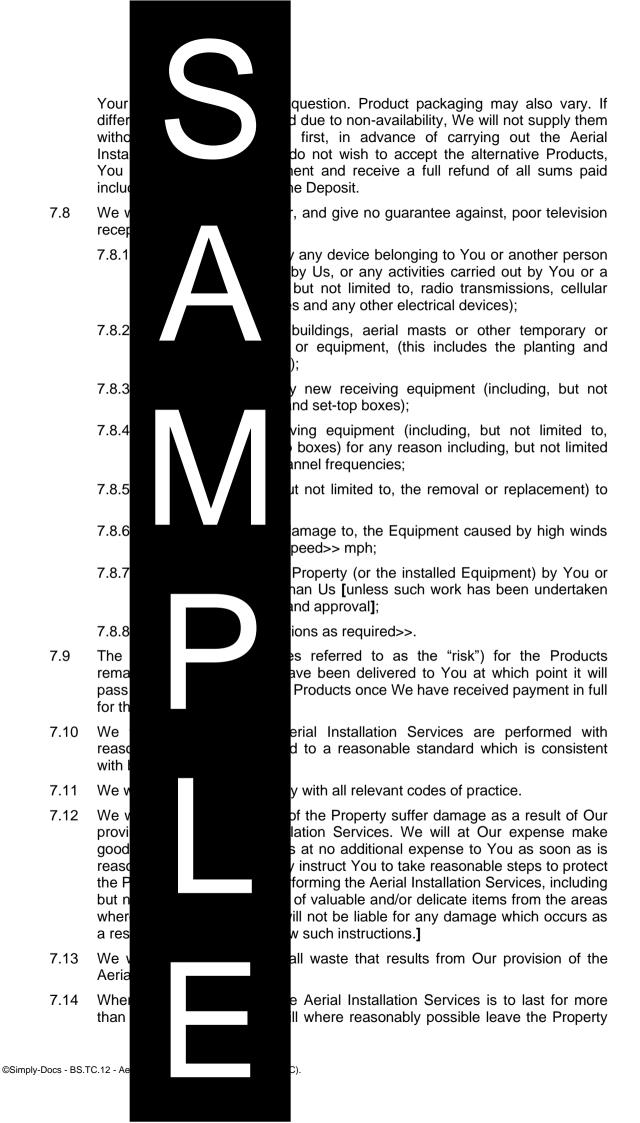
and positioning of all Equipment. ruct Us to position the Equipment recommended by Us; however, if signal will be received.

e at the Property and direct the ponsible for any weakness in the beyond Our control including, but transmitters.

, We may recommend additional er no obligation to purchase such esponsible for the poor television

e Products required for the Aerial ce regarding both product quality oducts based on Our consultation

Products as a result of differences ner materials, and the Products al changes which will not impact



in a clean and tic enjoyment of the P possible store all to out or remove them

#### 8. Faulty Products

- 8.1 If any Products a Installation Service Products or if the F should inform Us us
- 8.2 Within the first 30 Services, You are Product(s) at a redu
- 8.3 After those first 30 of the Aerial Installa defective Products or if a repair or rep Alternatively, You n not apply if We ca negligently by You, Us or as included w
- 8.4 After the first six me any Product develo faulty at the time V entitled to a repair depending upon the expected to last.

#### 9. **Problems with Our Servio**

- 9.1 If there is a problen have not been prov Us to repeat or fix t this is not possible.
- 9.2 We always use rea Installation Service Aerial Installation S reasonably possible the Aerial Installat practical.
- 9.3 We will not charge problems have be determine that a information or action remedial work.
- 9.4 As a Consumer, Yo goods or services. exercising them, it Advice Bureau or T



any disruption to Your use and ing carried out. We will wherever areas where work is being carried end of each working day.

urse of Us providing the Aerial befect with one or more of those e been incorrectly described, You ove in Clause 3.

npletion of the Aerial Installation n, to a full refund, to keep the pr replacement.

e first six months after completion t Our option, repair or replace any hent is not practicable or possible, I, You are entitled to a full refund. at a reduced price. This right may has been caused deliberately or lure to follow instructions given by

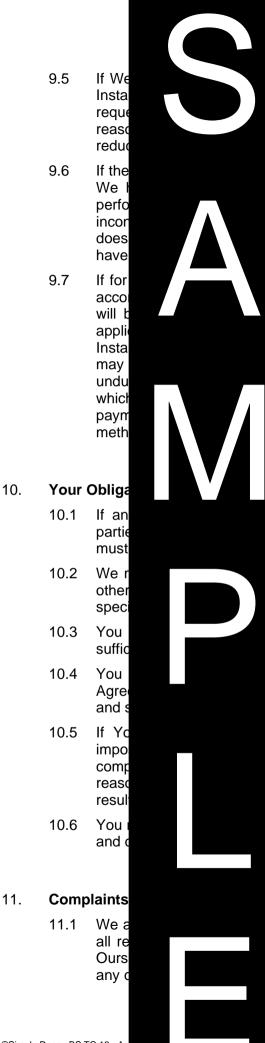
the Aerial Installation Services, if e that the Product in question was took ownership of it. You may be partial refund for up to six years and how long it can reasonably be

erial Installation Services, i.e. they e and skill, You are entitled to ask vices, or to get a price reduction if

e that Our provision of the Aerial ever, there is a problem with the at You inform Us as soon as is e efforts to remedy problems with as is reasonably possible and

ms under this Clause 9 where the where nobody is at fault]. If We used 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



ial Installation Services and complete the Aerial asonable skill and care, You have the right to or, if that is not possible or done within a onvenience to You, You have the right to a

es are not performed in line with information that em, You also have the right to request repeat ossible or done within a reasonable time without Our breach concerns information about Us that mance of the Aerial Installation Services), You price.

uired to repeat the Aerial Installation Services in this, We will not charge You for doing so and We of doing so. In cases where a price reduction um up to the full fees payable for the Aerial ere You have already made payment(s) to Us, refund. Any such refunds will be issued without t within 14 calendar days starting on the date on e entitled to the refund) and made via the same sed by You unless You request an alternative

other permissions are needed from any third nning authorities, local authorities or similar, You egin to provide the Aerial Installation Services.

remove certain furniture, fixtures and fittings or before we begin work. Unless You and We his is Your responsibility.

an access the Property at the Agreed Times Installation Services.

et of keys to the Property or be present at the ess. We promise that all keys will be kept safely

hecessary access to the Property or make it e the Aerial Installation Services by failing to ion in this Clause 10, and do not have a good ice you for any additional charges incurred as a

e access to electrical outlets and a supply of hot

k from Our customers and, while We always use ensure that Your experience as a customer of evertheless want to hear from You if You have

- 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 contactil choosing op

### 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 of You and Us is forme
  - 13.1.1 in relation to after the dat delivered in that You rec
  - 13.1.2 in relation to days after th
- 13.2 If You wish to canc inform Us immediat to the postal add Conditions). You m 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













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

c<insert telephone number>> [and vhen prompted.]]

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

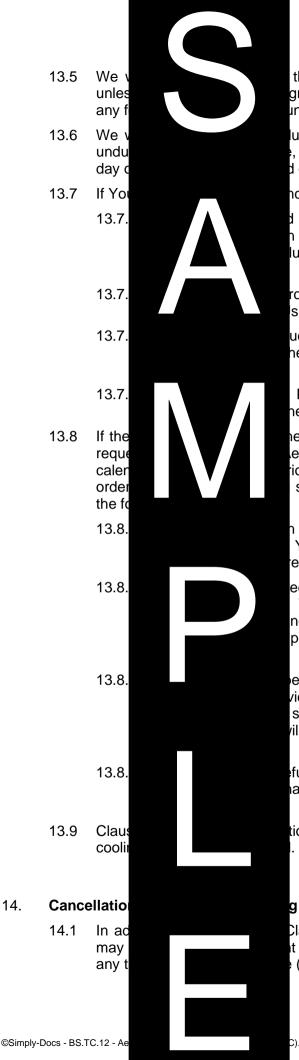
, at the end of 14 calendar days are delivered. If the Products are ndar day period begins on the day and

ervices, at the end of 14 calendar ract is formed.

the cooling off period, You should (e.g. a letter sent by post or email specified in these Terms and llation Form, but You do not have

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



the same method used to make the payment, greed otherwise. In any case, You will not incur und.

ue to You as a result of a cancellation without , within the period of 14 calendar days after the d of the cancellation.

hcel in relation to Products:

within <<insert normal refund period>> and in h 14 calendar days after We receive the relevant ude standard delivery charges if You send the

roducts to Us within 14 calendar days of the day s that You wish to cancel and return them;

uction from the refund for loss in value of any he loss is the result of unnecessary handling by

Products that become inseparably mixed with hed.

he cooling off period You must make an express erial Installation Services to begin within the 14 tiod. [This request forms a normal part of the such a request You acknowledge and agree to

h Services are completed within the 14-calendar You will lose the right to cancel once the Aerial e completed;

eement after provision of the Aerial Installation You will be required to pay for the Aerial nd any Products that cannot be returned to Us point at which You inform Us of Your wish to

e calculated in proportion to the full price of the vices and the actual Aerial Installation Services sums that have already been paid for the Aerial ill be refunded subject to deductions calculated

fund within <<insert normal refund period>> and an 14 calendar days after You inform Us of Your

tion of the Agreement after the 14-calendar day

# q Off Period

Clause 13 relating to the cooling off period, You t (i.e. cancel the Aerial Installation Services) at (if relevant):

- 14.1.1 If You cance cooling off p than <<e.g. the Deposit, reasonably cancellation.
- 14.1.2 If You cance cooling off p than <<e.g. from the De that We suft the Deposit within 14 cal than the am We will invo payment in a
- 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 elect to term
  - 15.1.4 We are una event outsid
- 15.2 We may terminate notice if:
  - 15.2.1 You fail to n does not af 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 impossible f

S











bervices after the 14 calendar day here it does not apply) and more re the Start Date, We will refund other sums paid as soon as is vent within 14 calendar days of

Services after the 14 calendar day where it does not apply) and less by the Start Date, We will retain m to cover any net financial loss on. We will refund the balance of sonably possible, and in any event on. If Our net financial loss is more d/or if no Deposit has been paid), and You will be required to make b.

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

gree a revised Start Date or You er Clause 12;

al Installation Services due to an use 17).

ediate effect by giving You written

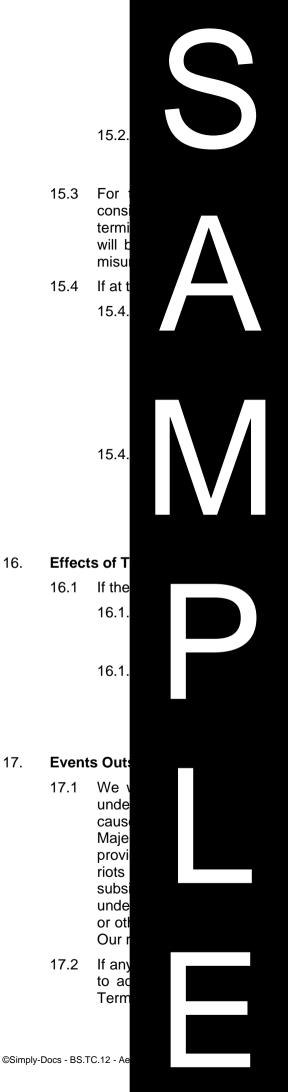
as required under Clause 6 (this interest on overdue sums under

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

agree a revised Start Date under

the Property or otherwise make it rial Installation Services, and We

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contact You to re-arrange the Aerial Installation ause 10.5:

e to provide the Aerial Installation Services for eriod>> weeks due to an event outside of Our

lause 15 a breach of the Agreement will be ot minimal or trivial in its consequences to the whether or not a breach is material no regard s caused by any accident, mishap, mistake or

ayment to Us (including, but not limited to, the ble) for any Aerial Installation Services We have e sums will be refunded to You as soon as is nd in any event within 14 calendar days of the e may, however, deduct from such a refund (or le compensation for the net costs We will incur eaking the Agreement if We terminate it under 5.2.2, or 15.2.4;

rial Installation Services that You have not yet will be deducted from any refund due to You or, will invoice You for those sums and You will be nent in accordance with Clause 6.

for any reason:

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

move or reduce any right to damages or other ou or We may have in respect of any breach of exist at or before the date of termination.

# ce Majeure)

b).

failure or delay in performing Our obligations itions where the failure or delay results from any asonable control ("Force Majeure"). Such Force are not limited to: power failure, internet service outs or other industrial action by third parties, fire, explosion, flood, storms, earthquakes, (threatened or actual), acts of war (declared, al or preparations for war), epidemic, pandemic, hy other similar or dissimilar event that is beyond

scribed under this Clause 17 occurs that is likely rmance of any of Our obligations under these

- 17.2.1 We will infor
- 17.2.2 Our obligation limits that W
- 17.2.3 We will infor provide det Installation S
- 17.2.4 You or We n

### 18. Liability

- 18.1 We will be responsible 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 Aerial only. We make no Services are fit for We will not be liable to business or for an
- 18.4 If We cause any da that damage at no a existing faults or da providing the Aerial
- 18.5 [Our total liability fo or breach of these £<<insert sum>>.]
- 18.6 We are not liable for failure to follow any
- 18.7 Nothing in these Te Our liability for deat or fraudulent misrer
- 18.8 Nothing in these Terrights as a Consur details of Your lega Trading Standards (

#### 19. How We Use Your Persor

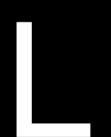
We will only use Your pers Privacy Notice>> available











sonably possible;

t will be suspended and any time tended accordingly;

outside of Our control is over and , times or availability of Aerial

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 /e will not be responsible for any

urance including public liability

r domestic and private purposes tation that the Aerial Installation r industrial purposes of any kind. rofit, loss of business, interruption tunity.

anything in it, We will make good (e are not responsible for any preperty that We may discover while

used as a result of Our negligence the Agreement by Us is limited to

ou suffer which results from Your given by Us.

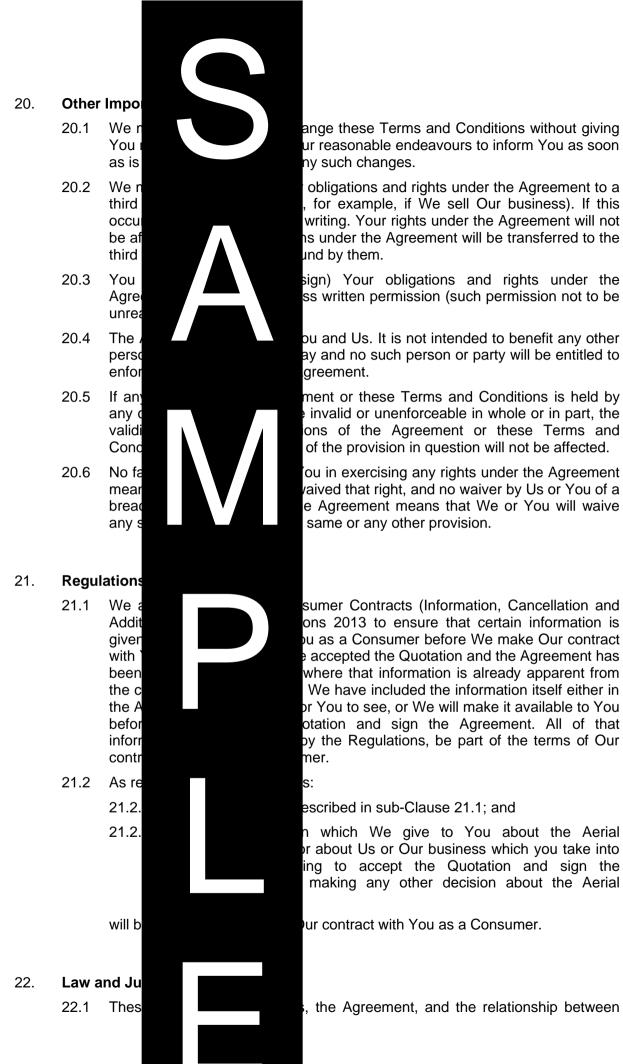
ntended to or will limit or exclude ed by Our negligence or for fraud

ntended to or will limit Your legal r protection legislation. For more ur local Citizens Advice Bureau or

n)

Dur <<insert document name, e.g. >>.

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C).

You and Us (whet construed in accord [Scotland].

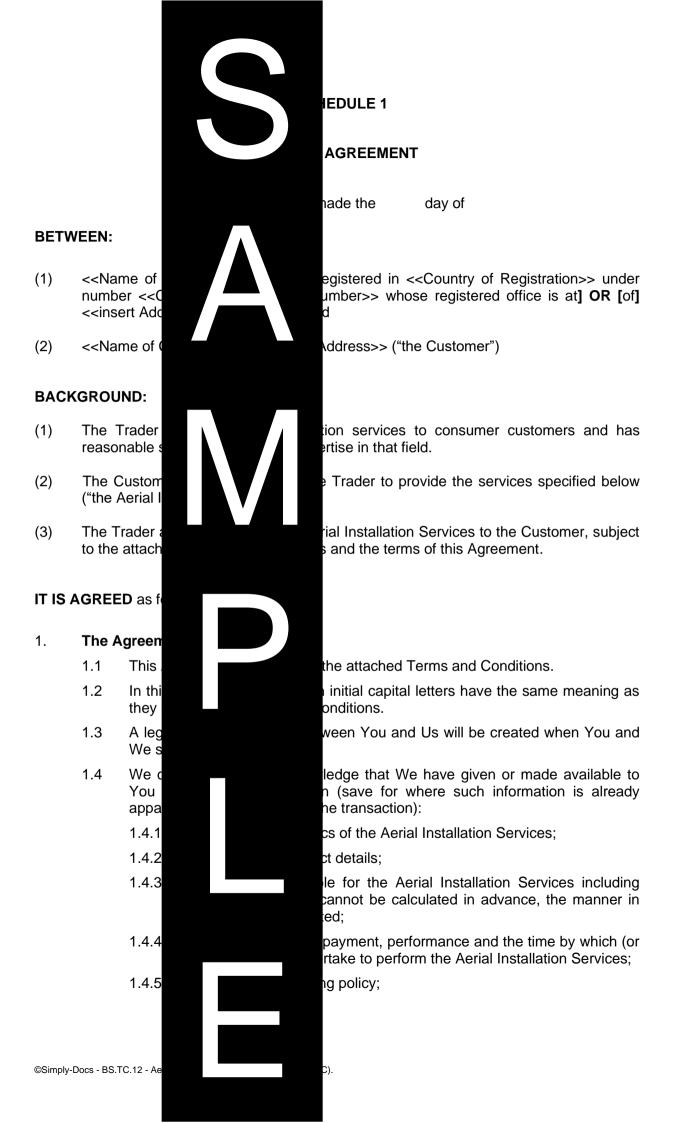
- 22.2 As a Consumer, Yo Your country of res reduces Your rights
- 22.3 Any dispute, contro to these Terms and You and Us (whe jurisdiction of the o determined by Your



wise) shall be governed by and gland & Wales] [Northern Ireland]

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

aim between You and Us relating nent, or the relationship between erwise) shall be subject to the Scotland, or Northern Ireland, as



1.4.6 The duration is of indeter conditions fo 1.5 As required by th Additional Charges) 1.5.1 all of the info 1.5.2 any other Installation entering into the Aerial In will be part of the te The Aerial Installation Se We will: 2.1.1 begin to pro <<insert date 2.1.2 aim to comp 2.1.3 provide the <<insert tim writing; 2.1.4 provide the <<insert add perform the 2.1.5 specification 2.2 The specification fo description of servic 2.3 The Products we products to be supp 2.4 You and We may a **Fees and Payment** You will pay the C Services (subject to sum may be broken 3.1.1 <<insert a bi 3.1.2 Value Added 3.2 <<Insert full details Waiver of Cooling Off Per By signing this Ag Aerial Installation S cooling off period expire. 4.2 You acknowledge t

2.

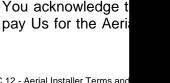
3.

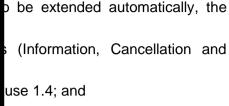
4.

3.1

4.1

2.1





give to You about the Aerial hich You take into account when making any other decision about

re applicable, or if this Agreement

You as a Consumer.

on Services on the Start Date of

Services by <<insert date>>;

ces during the Agreed Times of s as You and We may agree in

ices at the Property located at

rvices in accordance with the

ervices is [as follows: <<insert full [attached].

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

specification from time to time.

sum>> for the Aerial Installation the Terms and Conditions). This

able>>.[and

t>>].

) as detailed in the Quotation>>

s to commence provision of the not to wait for the 14 calendar day of the Terms and Conditions to

ght to cancel You will be liable to rovided up until the point at which



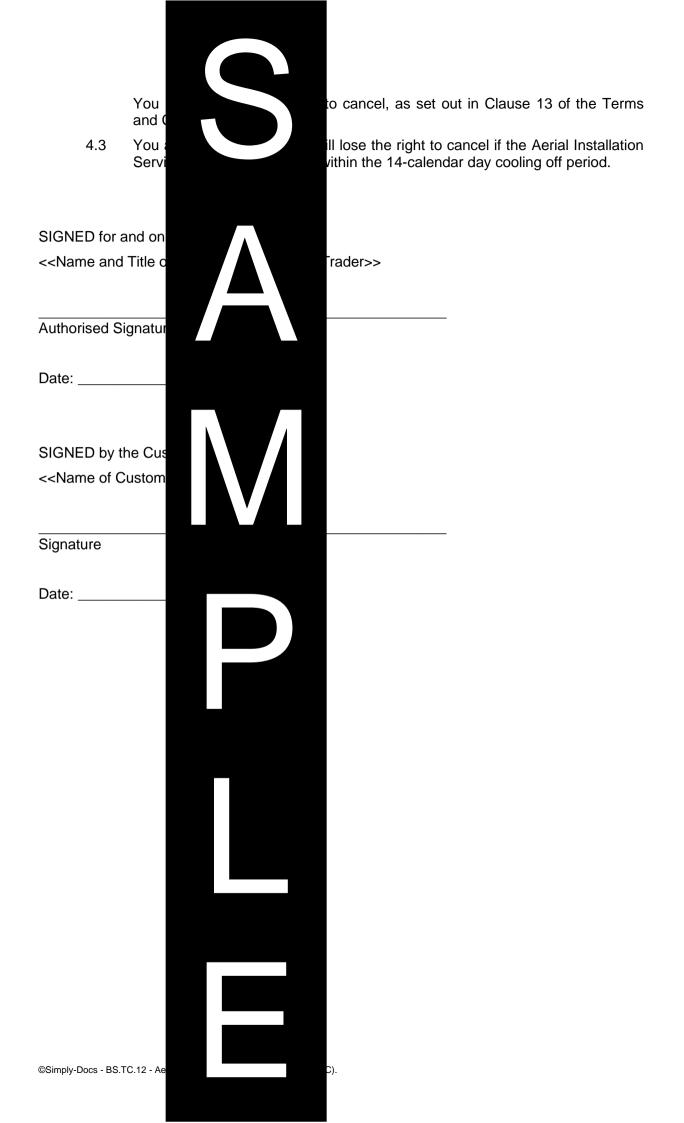












To: <<trader to in: address>>

I/We (delete as ap my/our (delete as a

Name of consumer

Address of consum

Signature of consur

Date:



# EDULE 2

# ELLATION FORM

graphical address and, where available, email

notice that I/we (delete as appropriate) cancel erial installation services dated << >>.

C).