

## **Cancellation Rights**

'The Consumer Contracts (Information, Cancellation And Additional Charges) Regulations 2013'

Under the above regulations you have a right to cancel your contract during a period of 14 calendar days from the day this notice is sent or given to you. During that period, if you choose to cancel the contract, any money paid by you will be refunded.

However, if you have already given written approval for the work to begin before the end of the cancellation period you may be required to pay for goods or services already provided.

If you wish to cancel the contract you must do so in writing and deliver personally or send (which may be electronic mail or post) this to the person named on the original 'Work Start Authorisation' notice. We have a form available on the reverse of the 'Work Start Authorisation' which you can use if you want to, but you don't have to.

The notice of cancellation is deemed to be served as soon as it is posted or in the case of an electronic communication from the day it is sent.