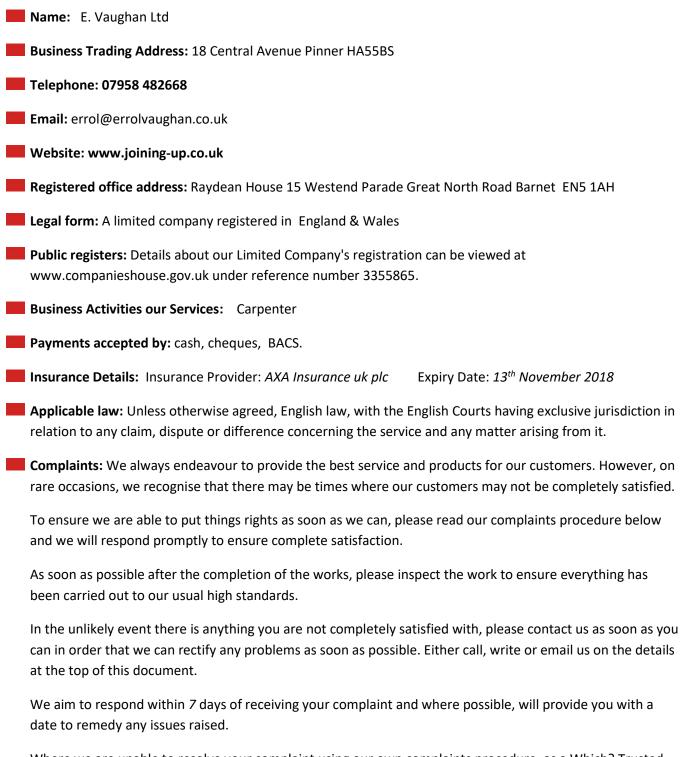
Important Business Information



Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event that we cannot remedy your complaint to your satisfaction you may wish to refer your complaint to them. If you wish to do so please contact Which? Trusted traders in the first instance on **0117 981 2929**

Regulating body: FENSA No:17100 – QA Insurance Backer Guarantee.

General terms and conditions: A letter of engagement accompanied by our standard terms and conditions will be provided at the start of any contract for works.

Construction Phase Plan (CDM 2015) - CPP: We comply with the Health and Safety Executive requirements and have a CPP Plan available for viewing and we will discuss this with you as required throughout our contract.

Work Guarantees: All works are guaranteed for 1 year from date of completion, this covers parts and labour, please see our full guarantee document for further information. Any specific manufacturer's warranty will be provided on request. Your statutory rights are not affected by our guarantee. Our Warranties and Guarantees are insurance backed.

Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013:

Notice of the Right to Cancel

Under the above named regulation you have a right to cancel this 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 by electronic mail or post) this to the person named below. You may use the form below if you want to but you do not 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.

Complete, detach and return this form only if you wish to cancel the contract.

Customer Cancellation Notice

Name of customer: Address of customer: _____

I/We hereby give notice that I/We wish to cancel my/our contract dated: Customer signature: Date:

This notice should be sent to : Errol Vaughan 18 Central avenue Pinner HA55BS

Work commencing prior to the expiry of the Cancellation Period

I/We agree that: *E Vaughan Ltd*

may commence work on ______ (date), before my cancellation period has expired.

I understand that if I decide to cancel within fourteen working days, I may be asked to pay for any work that has
been done prior to my cancellation.

Signed:_____ Date:_____