



SURREY STONE SOLUTIONS LIMITED

STANDARD TERMS AND CONDITIONS
FOR OFF-PREMISES SALES TO CONSUMERS

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OUR TERMS

1. THESE TERMS

- 1.1 **What these terms cover.** These are the terms and conditions on which we supply “products” to you, whether these are goods or services.
- 1.2 **Additional terms relating to our supply of specific products.** Your attention is drawn to the *Annexes* towards the end of these terms which set out special conditions relating to our supply of specific products such as the DOFF Cleaning System.
- 1.3 **Why you should read them.** Please read these terms carefully before you confirm your order to us. These terms tell you who we are, how we will provide products to you, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these terms or require any changes, please contact us to discuss.

2. INFORMATION ABOUT US AND HOW TO CONTACT US

- 2.1 **Who we are.** We are Surrey Stone Solutions Limited a company registered in England and Wales. Our company registration number is 08282706 and our registered office is at 172 Gloucester Road, Bishopston, Bristol, BS7 8NU. Our registered VAT number is 168 9929 33.
- 2.2 **How to contact us.** You can contact us by telephoning our customer service team at 01344-207666 or by writing to us at james@surreystone.solutions or 11 Woodmill Court, Ascot, SL5 8FF.
- 2.3 **How we may contact you.** If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order.
- 2.4 **"Writing" includes emails.** When we use the words “write” or “writing” or “written” in these terms, this includes emails.

3. OUR CONTRACT WITH YOU

- 3.1 **How we will accept your order.** Our acceptance of your order will take place when we write to you to accept it, at which point a contract will come into existence between you and us.

3.2 **If we cannot accept your order.** If we are unable to accept your order, we will inform you of this and will not charge you for the product. This might be because the product is out of stock, because of unexpected limits on our resources which we could not reasonably plan for, because a credit reference we have obtained for you does not meet our minimum requirements, because we have identified an error in the price or description of the product or because we are unable to meet a delivery deadline you have specified.

3.3 **Your order number.** We will assign an order number to your order and tell you what it is when we accept your order. It will help us if you can tell us the order number whenever you contact us about your order.

3.4 **We only sell to the UK.** Our marketing material is solely for the promotion of our products in the UK. Unfortunately, we do not accept orders from or deliver to addresses outside the UK.

4. **OUR PRODUCTS**

4.1 **Products may vary slightly from their pictures.** The images of the products on our website are for illustrative purposes only. Although we have made every effort to ensure the colours are accurately represented there may be minor variations and we cannot guarantee that a device's display of the colours accurately reflects the colour of the products. Your product may vary slightly from those images.

4.2 **Product packaging may vary.** The packaging of the product may vary from that shown in images on our website.

4.3 **Making sure your measurements are accurate.** If we are providing the product to measurements you have given us you are responsible for ensuring that these measurements are correct.

5. **YOUR RIGHTS TO MAKE CHANGES**

If you wish to make a change to the product you have ordered please contact us. We will let you know if the change is possible. If it is possible we will let you know about any changes to the price of the product, the timing of supply or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change. If we cannot make the change or the consequences of making the change are unacceptable to you, you may want to end the contract (see *clause 8, Your rights to end the contract*).

6. OUR RIGHTS TO MAKE CHANGES

6.1 **Minor changes to the products.** We may change the product:

- (a) to reflect changes in relevant laws and regulatory requirements; and
- (b) to implement minor technical adjustments and improvements. These changes will not affect your use of the product.

6.2 **More significant changes to the products and these terms.** In the event that we have to make any significant changes to the products and/or these terms we will notify you and you may then contact us to end the contract before the changes take effect and receive a refund for any products paid for but not received.

7. PROVIDING THE PRODUCTS

7.1 **Delivery costs.** The costs of delivery will be as notified to you before you place your order.

7.2 **When we will provide the products.** During the order process we will let you know when we will provide the products to you. If the products are ongoing services and subscriptions, we will also tell you during the order process when and how you can end the contract.

- (a) **If the products are goods.** If the products are goods we will contact you within 7 days after the day on which we accept your order with an estimated delivery date.
- (b) **If the products are one-off services.** We will begin the services on the date agreed with you during the order process. The estimated completion date for the services is as told to you during the order process.
- (c) **If the products are ongoing services.** We will supply the services to you until either the services are completed or the subscription expires (if applicable) or you end the contract as described in *clause 8* or we end the contract by written notice to you as described in *clause 10*.

7.3 **We are not responsible for delays outside our control.** If our supply of the products is delayed by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any products you have paid for but not received.

7.4 **If you are not at home when the product is delivered.** If no one is available at your address to take delivery and the products cannot be posted through your letterbox, we

will leave you a note informing you of how to rearrange delivery or collect the products from a local depot.

- 7.5 **If you do not re-arrange delivery.** If you do not collect the products from us as arranged or if, after a failed delivery to you, you do not re-arrange delivery or collect them from a delivery depot we will contact you for further instructions and may charge you for storage costs and any further delivery costs. If, despite our reasonable efforts, we are unable to contact you or re-arrange delivery or collection we may end the contract and *clause 10.2* will apply.
- 7.6 **If you do not allow us access to provide services.** If you do not allow us access to your property to perform the services as arranged (and you do not have a good reason for this) we may charge you additional costs incurred by us as a result. If, despite our reasonable efforts, we are unable to contact you or re-arrange access to your property we may end the contract and *clause 10.2* will apply.
- 7.7 **Your legal rights if we deliver goods late.** You have legal rights if we deliver any goods late. If we miss the delivery deadline for any goods then you may treat the contract as at an end straight away if any of the following apply:
- (a) we have refused to deliver the goods;
 - (b) delivery within the delivery deadline was essential (taking into account all the relevant circumstances); or
 - (c) you told us before we accepted your order that delivery within the delivery deadline was essential.
- 7.8 **Setting a new deadline for delivery.** If you do not wish to treat the contract as at an end straight away, or do not have the right to do so under *clause 7.7*, you can give us a new deadline for delivery, which must be reasonable, and you can treat the contract as at an end if we do not meet the new deadline.
- 7.9 **Ending the contract for late delivery.** If you do choose to treat the contract as at an end for late delivery under *clause 7.7* or *clause 7.8*, you can cancel your order for any of the goods or reject goods that have been delivered. If you wish, you can reject or cancel the order for some of those goods (not all of them), unless splitting them up would significantly reduce their value. After that we will refund any sums you have paid to us for the cancelled goods and their delivery. If the goods have been delivered to you, you must either return them in person to where you bought them, post them back to us or (if they are not suitable for posting) allow us to collect them from you. We will pay the costs of postage or collection. Please call customer services on 01344-207666 or email us at james@surreystone.solutions for a return label or to arrange collection.

- 7.10 **When you become responsible for the goods.** A product which is goods will be your responsibility from the time we deliver the product to the address you gave us or you or a carrier organised by you collect it from us.
- 7.11 **When you own goods.** You own a product which is goods once we have received payment in full.
- 7.12 **What will happen if you do not give required information to us.** We may need certain information from you so that we can supply the products to you, for example, information as to access to your property or parts of it, availability of on-site electricity and water, and dimensions. If so, this will have been notified to you before you placed your order. We will contact you to ask for this information. If you do not give us this information within a reasonable time of us asking for it, or if you give us incomplete or incorrect information, we may either end the contract (and *clause 10.2* will apply) or make an additional charge of a reasonable sum to compensate us for any extra work that is required as a result. We will not be responsible for supplying the products late or not supplying any part of them if this is caused by you not giving us the information we need within a reasonable time of us asking for it.
- 7.13 **Reasons we may suspend the supply of products to you.** We may have to suspend the supply of a product to:
- (a) deal with technical problems or make minor technical changes;
 - (b) update the product to reflect changes in relevant laws and regulatory requirements;
 - (c) make changes to the product as requested by you or notified by us to you (see *clause 6*).
- 7.14 **Your rights if we suspend the supply of products.** We will contact you in advance to tell you we will be suspending supply of the product, unless the problem is urgent or an emergency. If we have to suspend the product we will adjust the price so that you do not pay for products while they are suspended. You may contact us to end the contract for a product if we suspend it, or tell you we are going to suspend it, in each case for a period of more than one month and we will refund any sums you have paid in advance for the product in respect of the period after you end the contract.
- 7.15 **We may also suspend supply of the products if you do not pay.** If you do not pay us for the products when you are supposed to (see *clause 12.4*) and you still do not make payment within 14 days of us reminding you that payment is due, we may suspend supply of the products until you have paid us the outstanding amounts. We will contact you to tell you we are suspending supply of the products. We will not suspend the products where you dispute the unpaid invoice (see *clause 12.6*). We will not charge you for the products during the period for which they are suspended. As

well as suspending the products we can also charge you interest on your overdue payments (see *clause 12.5*).

8. YOUR RIGHTS TO END THE CONTRACT

8.1 You can always end your contract with us. Your rights when you end the contract will depend on what you have bought, whether there is anything wrong with it, how we are performing and when you decide to end the contract:

- (a) **If what you have bought is faulty or misdescribed you may have a legal right to end the contract** (or to get the product repaired or replaced or a service re-performed or to get some or all of your money back), see *clause 11*;
- (b) **If you want to end the contract because of something we have done or have told you we are going to do**, see *clause 8.2*;
- (c) **If you have just changed your mind about the product**, see *clause 8.3*. You may be able to get a refund if you are within the cooling-off period, but this may be subject to deductions and you will have to pay the costs of return of any goods;
- (d) **In all other cases (if we are not at fault and there is no right to change your mind)**, see *clause 8.6*.

8.2 Ending the contract because of something we have done or are going to do. If you are ending a contract for a reason set out at (a) to (e) below the contract will end immediately and we will refund you in full for any products which have not been provided and you may also be entitled to compensation. The reasons are:

- (a) we have told you about an upcoming change to the product or these terms which you do not agree to (see *clause 6.2*);
- (b) we have told you about an error in the price or description of the product you have ordered and you do not wish to proceed;
- (c) there is a risk that supply of the products may be significantly delayed because of events outside our control;
- (d) we have suspended supply of the products for technical reasons, or notify you we are going to suspend them for technical reasons, in each case for a period of more than 1 month; or
- (e) you have a legal right to end the contract because of something we have done wrong (including because we have delivered late (see *clause 7.7*)).

8.3 Exercising your right to change your mind (Consumer Contracts Regulations 2013). For most products bought off-premises you have a legal right to change your mind within 14 days and receive a refund. These rights, under the *Consumer Contracts Regulations 2013*, are explained in more detail in these terms.

8.4 **When you don't have the right to change your mind.** You do not have a right to change your mind in respect of:

- (a) any goods which have been manufactured specifically for you and do not form part of our normal stock range or cannot readily be resold without changing the items in some material way;
- (b) services, once these have been completed, even if the cancellation period is still running;
- (c) products sealed, once these have been unsealed after you receive them;
- (d) any products which become mixed inseparably with other items after their delivery.

8.5 **How long do I have to change my mind?** How long you have depends on what you have ordered and how it is delivered.

- (a) **Have you bought services (for example, Doff Cleaning)?** If so, you have 14 days after the day we email you to confirm we accept your order. However, once we have completed the services you cannot change your mind, even if the period is still running. If you cancel after we have started the services, you must pay us for the services provided up until the time you tell us that you have changed your mind.
- (b) **Have you bought goods (for example, stone)?** if so, but subject to *clause 8.4(a)*, you have 14 days after the day you (or someone you nominate) receives the goods.

8.6 **Ending the contract where we are not at fault and there is no right to change your mind.** Even if we are not at fault and you do not have a right to change your mind (see *clause 8.1*), you can still end the contract before it is completed, but you may have to pay us compensation. A contract for goods is completed when the product is delivered and paid for. A contract for services is completed when we have finished providing the services and you have paid for them. If you want to end a contract before it is completed where we are not at fault and you have not changed your mind, just contact us to let us know. The contract will end immediately and we will refund any sums paid by you for products not provided but we may deduct from that refund (or, if you have not made an advance payment, charge you) reasonable compensation for the net costs we will incur as a result of your ending the contract.

9. HOW TO END THE CONTRACT WITH US (INCLUDING IF YOU HAVE CHANGED YOUR MIND)

9.1 **Tell us you want to end the contract.** To end the contract with us, please let us know by doing one of the following:

- (a) **Phone or email.** Call customer services on 01344-207666 or email us at james@surreystone.solutions. Please provide your name, home address,

details of the order and, where available, your phone number and email address.

- (b) **By post.** Simply write to us at 11 Woodmill Court, Ascot, SL5 8FF, including details of what you bought, when you ordered or received it and your name and address. You can use the template at *Annexe 1* if you wish.

9.2 **Returning products after ending the contract.** If you end the contract for any reason after products have been dispatched to you or you have received them, you must return them to us. You must either return the goods in person to where you bought them, post them back to us or (if they are not suitable for posting) allow us to collect them from you. Please call customer services on 01344-207666 or email us at james@surreystone.solutions for a return label or to arrange collection. If you are exercising your right to change your mind you must send off the goods within 14 days of telling us you wish to end the contract.

9.3 **When we will pay the costs of return.** We will pay the costs of return:

- (a) if the products are faulty or misdescribed;
- (b) if you are ending the contract because we have told you of an upcoming change to the product or these terms, an error in pricing or description, a delay in delivery due to events outside our control or because you have a legal right to do so as a result of something we have done wrong.

In all other circumstances you must pay the costs of return.

9.4 **What we charge for collection.** If you are responsible for the costs of return and we are collecting the product from you, we will charge you the direct cost to us of collection plus an administration fee of £5 or 10% of the carrier's charge to us, whichever is the greater.

9.5 **How we will refund you.** We will refund you the price you paid for the products including delivery costs, by the method you used for payment. However, we may make deductions from the price, as described below.

9.6 **Deductions from refunds if you are exercising your right to change your mind.** If you are exercising your right to change your mind:

- (a) We may reduce your refund of the price (excluding delivery costs) to reflect any reduction in the value of the goods, if this has been caused by your handling them in a way which would not be permitted in a shop. If we refund you the price paid before we are able to inspect the goods and later discover you have handled them in an unacceptable way, you must pay us an appropriate amount.
- (b) The maximum refund for delivery costs will be the costs of delivery by the least expensive delivery method we offer. For example, if we offer delivery

of a product within 5 days at one cost but you choose to have the product delivered within 24 hours at a higher cost, then we will only refund what you would have paid for the cheaper delivery option.

- (c) Where the product is a service, we may deduct from any refund an amount for the supply of the service for the period for which it was supplied, ending with the time when you told us you had changed your mind. The amount will be in proportion to what has been supplied including any time for set up and stand down, in comparison with the full coverage of the contract.

9.7 **When your refund will be made.** We will make any refunds due to you as soon as possible. If you are exercising your right to change your mind then:

- (a) If the products are goods and we have not offered to collect them, your refund will be made within 14 days from the day on which we receive the product back from you or, if earlier, the day on which you provide us with evidence that you have sent the product back to us.
- (b) In all other cases, your refund will be made within 14 days of your telling us you have changed your mind.

10. OUR RIGHTS TO END THE CONTRACT

10.1 **We may end the contract if you break it.** We may end the contract for a product at any time by writing to you if:

- (a) you do not make any payment to us when it is due and you still do not make payment within 14 days of us reminding you that payment is due;
- (b) you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the products, for example, design, measurements and dimensions;
- (c) you do not, within a reasonable time, allow us to deliver the products to you or collect them from us;
- (d) you do not, within a reasonable time, allow us access to your premises to supply the services.

10.2 **You must compensate us if you break the contract.** If we end the contract in the situations set out in *clause 10.1* we will refund any money you have paid in advance for products we have not provided but we may deduct or charge you reasonable compensation for the net costs we will incur as a result of your breaking the contract.

10.3 **We may withdraw the product.** We may write to you to let you know that we are going to stop providing the product. We will let you know at least one month in advance of our stopping the supply of the product and will refund any sums you have paid in advance for products which will not be provided.

11. IF THERE IS A PROBLEM WITH THE PRODUCT

11.1 **How to tell us about problems.** If you have any questions or complaints about the product, please contact us. You can telephone our customer service team at 01344-207666 or write to us at james@surreystone.solutions or 11 Woodmill Court, Ascot, SL5 8FF.

11.2 **Summary of your legal rights.** We are under a legal duty to supply products that are in conformity with this contract. See the box below for a summary of your key legal rights in relation to the product. Nothing in these terms will affect your legal rights.

Summary of your key legal rights

This is a summary of your key legal rights. These are subject to certain exceptions. For detailed information please visit the Citizens Advice website www.adviceguide.org.uk or call 03454 04 05 06.

If your product is **goods**, for example stone, the Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected life of your product your legal rights entitle you to the following:

- up to 30 days: if your item is faulty, then you can get a refund.
- up to six months: if your faulty item can't be repaired or replaced, then you're entitled to a full refund, in most cases.
- up to six years: if the item can be expected to last up to six years you may be entitled to a repair or replacement, or, if that doesn't work, some of your money back.

If your product is **services**, for example Doff cleaning, the Consumer Rights Act 2015 says:

- you can ask us to repeat or fix a service if it's not carried out with reasonable care and skill, or get some money back if we can't fix it.
- if you haven't agreed a price upfront, what you're asked to pay must be reasonable.
- if you haven't agreed a time upfront, it must be carried out within a reasonable time.

11.3 **Your obligation to return rejected products.** If you wish to exercise your legal rights to reject products you must either return them in person to where you bought them, post them back to us or (if they are not suitable for posting) allow us to collect them from you. We will pay the costs of postage or collection. Please call customer services at 01344-207666 or write to us at james@surreystone.solutions or 11 Woodmill Court, Ascot, SL5 8FF for a return label or to arrange collection.

12. PRICE AND PAYMENT

12.1 **Where to find the price for the product.** The price of the product (which includes VAT) will be the price indicated on your order form. We take all reasonable care to ensure that the price of the product advised to you is correct. However please see clause 12.3 for what happens if we discover an error in the price of the product you order.

12.2 **We will pass on changes in the rate of VAT.** If the rate of VAT changes between your order date and the date we supply the product, we will adjust the rate of VAT that you pay, unless you have already paid for the product in full before the change in the rate of VAT takes effect.

12.3 **What happens if we got the price wrong.** It is always possible that, despite our reasonable care, some of the products we sell may be incorrectly priced. We will normally check prices before accepting your order so that, where the product's correct price at your order date is less than our stated price at your order date, we will charge the lower amount. If the product's correct price at your order date is higher than the price stated to you, we will contact you for your instructions before we accept your order. If we accept and process your order where a pricing error is obvious and unmistakable and could reasonably have been recognised by you as a mispricing, we may end the contract, refund you any sums you have paid and require the return of any goods provided to you.

12.4 **When you must pay and how you must pay.** We accept payment by cheque or bank transfer. When you must pay depends on what product you are buying:

- (a) For **goods**, you must pay for the products before we dispatch them.
- (b) For **goods which are made specially to order**, you must pay 50% of the price with your order and the balance of 50% before we despatch them.
- (c) For **services**, you must make an advance payment of 50% of the price of the service, before we start providing the service and pay the balance of 50% when we have completed the service.
- (d) For **plant, machinery, lift equipment and scaffolding used in the provision of services**, you must pay the full cost of providing that equipment upon demand.

12.5 **We can charge interest if you pay late.** If you do not make any payment to us by the due date we may charge interest to you on the overdue amount at the rate of 5% a year above the base lending rate of *NatWest Bank* from time to time, or 5% whichever is the greater. This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You must pay us interest together with any overdue amount.

12.6 **What to do if you think an invoice is wrong.** If you think an invoice is wrong please contact us promptly to let us know and we will not charge you interest until we have resolved the issue.

13. OUR RESPONSIBILITY FOR LOSS OR DAMAGE SUFFERED BY YOU

13.1 **We are responsible to you for foreseeable loss and damage caused by us.** If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process.

13.2 **We do not exclude or limit in any way our liability to you where it would be unlawful to do so.** This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the products; and for defective products under the *Consumer Protection Act 1987*.

13.3 **When we are liable for damage to your property.** If we are providing services in your property, we will make good any damage to your property caused by us while doing so. However, we are not responsible for the cost of repairing any pre-existing faults or damage to your property that we discover while providing the services. Your attention is also drawn to the special terms in the *Annexes*.

13.4 **We are not liable for business losses.** We only supply the products for domestic and private use. If you use the products for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

14. HOW WE MAY USE YOUR PERSONAL INFORMATION

14.1 **How we will use your personal information.** We will use the personal information you provide to us:

- (a) to supply the products to you;

- (b) to process your payment for the products; and
- (c) if you agreed to this during the order process, to give you information about similar products that we provide, but you may stop receiving this at any time by contacting us.

14.2 **We will only give your personal information to third parties where the law either requires or allows us to do so.**

15. OTHER IMPORTANT TERMS

15.1 **We may transfer this agreement to someone else.** We may transfer our rights and obligations under these terms to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the contract.

15.2 **You need our consent to transfer your rights to someone else (except that you can always transfer our guarantee).** You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing. We may require the person to whom the guarantee is transferred to provide reasonable evidence that they are now the owner of the relevant item or property.

15.3 **Nobody else has any rights under this contract.** This contract is between you and us. No other person shall have any rights to enforce any of its terms.

15.4 **If a court finds part of this contract illegal, the rest will continue in force.** Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

15.5 **Even if we delay in enforcing this contract, we can still enforce it later.** If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you but we continue to provide the products, we can still require you to make the payment at a later date.

15.6 **Which laws apply to this contract and where you may bring legal proceedings.** These terms are governed by English law and you or we can bring legal proceedings in respect of the products in the English courts. If you live in Scotland you or we can bring legal proceedings in respect of the products in either the Scottish or the English courts. If you live in Northern Ireland you or we can bring legal proceedings in respect of the products in either the Northern Irish or the English courts.

- 15.7 **Recovery of our costs in legal proceedings.** If legal proceedings are issued in respect of the contract between us, we shall be entitled to recover the costs of our legal advisors for time reasonably spent on dealing with the case for us, including time involved in our compliance with any pre-action protocol, at a rate of not less than £120 per hour.
- 15.8 **Alternative dispute resolution.** Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. If you are not happy with how we have handled any complaint, you may want to contact an alternative dispute resolution provider such as the Federation of Master Builders, 4 Brooklands Avenue, Cambridge, CB2 8BB, disputes@fmb.org.uk, <http://www.fmb.org.uk>, 01223-463111.

DRAFT

ANNEXE 1 Model Cancellation Form

(Complete and return this form only if you wish to withdraw from the contract)

To [TRADER'S NAME, ADDRESS, TELEPHONE NUMBER AND, WHERE AVAILABLE, FAX NUMBER AND E-MAIL ADDRESS TO BE INSERTED BY THE TRADER]

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract of sale of the following goods [*]/for the supply of the following service [*],

Ordered on [*/received on [*],

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date

[*] Delete as appropriate
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ANNEXE 2 Special Conditions Relating To The Doff Cleaning System

We use the DOFF Cleaning System which utilises the deep cleaning capabilities of pressurised steam. At about 150°C the DOFF cleaning system manages to remove some of the toughest biological substances, dirt and paintwork. The System is safe and environmentally friendly, but there are measures and safety precautions which need to be taken and results which need to be considered before proceeding with your Order. You will be asked to expressly confirm that you have read, understood and agree to the matters in this *Annexe* of the Terms and Conditions.

- A2-1 The DOFF Cleaning System is exclusively for outdoor use and uses heavy equipment. You must provide access so that our equipment and operators can freely pass from the public highway to the areas where the work is to take place.
- A2-2 You must provide a 240 Volt single-phase 13 Amp fused power outlet and mains water supply no more than 30 metres from the areas where the work is to take place.
- A2-3 Unless expressly agreed, we will not remove any fixtures from any surface or move any items which weigh more than 30kg or which are likely to be damaged if moved.
- A2-4 Parts of the DOFF equipment (including the tubes running from it) can get very hot. You must take care that you, your family, visitors and pets do not come into contact with the equipment and at all times remain at least 5 metres from all parts of the DOFF equipment when it is in operation.
- A2-5 Use of the DOFF Cleaning System is likely to result in a difference in colouration between surfaces where the System has been applied and those where it has not. The System may reveal textures and colouration beneath any material it removes which were not previously visible or expected. No guarantee can be given as to the appearance of surfaces after the System has been applied to them. In placing this Order you are asking us to apply the DOFF Cleaning System to the areas you specify without asking us to give any warranty as to the resulting condition and appearance of those areas.
- A2-6 The high pressure steam used by the DOFF Cleaning System may dislodge mortar or other building materials which are old, deteriorating or loosely installed. We will bring such matters to your attention if they occur, but you confirm that, unless it forms part of your order, we are not obliged to repair or replace such material and you acknowledge that replacing mortar and matching its colour to existing mortar cannot be guaranteed.
- A2-7 When the DOFF Cleaning System is operating, condensed steam holding dirt particles can travel several metres from the place it is being used. You must take

care to close all windows & doors and remove any items (such as washing) in the vicinity.

A2-8 Steam from the DOFF Cleaning System can penetrate through gaps between windows & doors and their frames particularly when the System is being used on the outside frames. You must ensure that all gaps are sealed and take precautions to protect or remove or protect any items such as curtains, wallcoverings or ornaments which may be affected by steam or vapour (which may contain dirt particles) coming into contact with them.

A2-9 The steam from the DOFF Cleaning System can penetrate through the surface of wood and other porous materials if they are not properly sealed. Although rarely, this can cause temporary warping of wooden doors, shutters or window frames. You must notify us if you have concerns for any such items before we begin to provide the service.

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