

# Important Information

**Name:** Jonathan & Rebecca Bilson t/a Thyme for Kitchens and Interior Furniture

**Business Trading Address:** Unit 11 Burrows Lea Farm Hook Lane Shere, Surrey GU5 9QQ

**Telephone:** 01483 203737

**Email:** jbilson@thymeforkitchens.co.uk

**Website:** www.thymeforkitchens.co.uk

**VAT number:** 211 1574 14

**Business Activities:** Kitchen Installation

**Payments accepted by:** cash, cheques, BACS

**Insurance Details:** Insurance Provider: APC Liability Expiry Date: 28/05/2018

**Applicable law:** Unless otherwise agreed, English law, with the English Courts having exclusive jurisdiction in relation to any claim, dispute or difference concerning the service and any matter arising from it.

**Complaints:** We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things rights as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible. Either call, write or email us on the contact details provided on our home page.

We aim to respond within 3 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

Where we are cannot 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 of a complaint arising and you wish to refer your complaint to them please contact **0333 241 3209** or via their website <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>.

**Regulating body:** All of our tradesmen are members of their respective regulating bodies, and the registration details of individuals employed on your kitchen can be supplied on request.

**General terms and conditions:** A confirmation of work to be carried out, 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 a minimum of twelve months and often longer: this covers parts and labour. Any specific manufacturer's warranty will be provided on request. Your statutory rights are not affected by our guarantee. Our Warranties and Guarantees are not insurance backed.

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

**Notice of the Right to Cancel**

Your contract begins from the date you accept our estimate and/or pay your deposit. Under the above named regulation you have a right to cancel this contract during a period of 14 calendar days from that day. 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 or ordered.

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 :** [jbilson@thymeforkitchens.co.uk](mailto:jbilson@thymeforkitchens.co.uk)

---

**Work commencing prior to the expiry of the Cancellation Period**

I/We agree that: Thyme for Kitchens and Interior Furniture 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 good or services provided or ordered prior to my cancellation.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

---