

CANCELLATION FORM

You may use this form where you wish to exercise your right as a consumer (where you act wholly or mainly outside of a trade, business, craft or profession) provided under consumer protection law¹ to cancel your contract with us within:

- a) 14 days of receiving the relevant goods; or
- b) 14 days of the contract starting (determined in accordance with clause 4.6 of our standard terms).

Your right to cancel

You have the right to cancel your contract with us within 14 days (“cancellation period”) without giving any reason.

The cancellation period will expire after 14 days from the day: (i) you receive your goods or (ii) the contract starts (determined in accordance with clause 4.6 of our standard terms).

How to cancel

To exercise the right to cancel, you must inform us of your decision to cancel this contract by:

- a. calling us on 01225 800 888; or
- b. writing to us at Gradwell, Westpoint, James Street West, Bath, BA1 2DA; or
- c. completing this cancellation form and emailing to us at billing@gradwell.com. If you use this option, we will promptly send you an email acknowledgement of receipt of the cancellation.

In order to cancel, you must provide your customer account number, name, address, postcode, telephone number and email address.

Effects of cancellation

If you cancel within the cancellation period, we will refund to you all payments you made to us, including the costs of delivery (except for any additional charges where you opted to pay for an advanced or expedited delivery service).

Where we started providing the services to you during the cancellation period, you shall be required to pay us a proportionate amount for the period that you received the service, calculated in accordance with the full duration of the contract.

Returning the goods

You must send back to us all relevant goods to Gradwell, Westpoint, James Street West, Bath, BA1 2DA no later than 14 days from the day on which you inform us you’d like to cancel your contract. You will bear the costs of returning the goods to us.

We may make a deduction from the amount we refund to you if we believe (acting reasonably) that the goods have been reduced in value as a result of unnecessary handling by you.

¹ The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.



Refund

We will issue the refund without undue delay, and no later than:

- a. 14 days after the day we receive the relevant goods back from you; or
- b. (if earlier) 14 days after the day you provide evidence that you have returned the goods; or
- c. if there were no goods supplied, 14 days after the day on which we are informed about your decision to cancel the contract.

We will issue your refund using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise.

CANCELLATION DETAILS

Please complete the relevant details below:

[*] required

Customer account number*: _____

Name*: _____

Address*: _____

Postcode*: _____

Email Address*: _____

Telephone Number*: _____

Mobile Number: _____

Date of order (dd/mm/yy)*: _____

Date (dd/mm/yy)*: _____

Customer signature*: _____

Reasons: _____
