



*Grate Expectations*

The Fireplace Specialists

[www.grateexpectations.com](http://www.grateexpectations.com) | [info@grateexpectations.com](mailto:info@grateexpectations.com) | 020 8540 8387 /020 8543 9989

## **Customer Cancellation Notice**

**Cancellations and Alterations;** Under **The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013** you have the 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. Please alert our sales team at the time of ordering if you wish to exercise this right and the necessary provisions can be made.

Due to the nature of our business on acceptance of your order (payment of deposit) you have given approval for the work to begin i.e goods to be ordered before the end of the cancellation period. You may be required to pay a 20% restocking fee on these goods if cancelled within the 14 day period. This may also apply to alterations to goods ordered. Cancellation after this period is increasingly likely to result in the 20% restocking fee.

**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). Please complete the cancellation form below if you wish 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.**

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## **Customer Cancellation Notice**

Order Reference:

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:**

Name: Joseph Finnis (Company Director)

Address: 1-3 Station Buildings, Kingston Road, Wimbledon Chase, SW20 8JT

Email address: [info@grateexpectations.com](mailto:info@grateexpectations.com)

### **Company Details:**

The Original Grate Expectations Company Ltd, 1-3 Station Buildings, Kingston Road, Wimbledon Chase, SW20 8JT

Registered Company No. 02539250 (England and Wales)

VAT No. 562 1435 60

UTR No. 85900 19089

A FAMILY BUSINESS SINCE 1990

The Original Grate Expectations Company Ltd  
Registered Office: 1-3 Station Buildings, Kingston Road, Wimbledon Chase, SW20 8JT