



10 Redbourn Industrial Estate, High Street, Redbourn, Herts, AL3 7LG  
www.redbournautosolutions.com 01582 679300

Date:

Dear Customer

## **Consumer Contracts (Information, Cancellation & Additional Charges) Regulations 2013 Important Information for Customers**

### **Your rights**

It is our responsibility to supply you with goods and services that meet your consumer rights. If you have any concerns that we have not met our legal obligations please contact us, our contact details are given above.

If you are unclear about your rights or require advice, you can contact the Citizens Advice Consumer Service on 03454 040506 or [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

### **Your right to cancel**

You have a right to cancel this contract without giving any reason. The cancellation period starts when we enter into a contract with you when we collect your car. It will end 14 days after you have taken possession of the goods we are supplying you following a service or repair.

In order to exercise your right to cancel you must inform us of your decision by a clear statement in writing. You may use the attached cancellation form but you don't have to.

To meet the cancellation deadline you should let us know that you wish to cancel before the cancellation period has expired. This can be sent to us at the above address or by email.

### *Effects of cancellation*

If you cancel this contract we will reimburse you all that you have paid us, subject to certain possible deductions set out below. However, once we have collected your vehicle, you may want us to start work straight away and to do this we will need a specific request from you because of the cancellation period which has been incorporated into our Terms and Conditions. This means you will still have a right to cancel but:

- you will have to pay our labour costs for the work that we have done up to the point when you inform us of your decision to cancel
- we will not collect or remove any goods that we have installed, unless we have offered to do so
- you may remove the goods yourself and return them to us at the above address and at your own expense within 14 days of informing us of your decision to cancel unless this was offered by us

- we may reduce any reimbursement to take account of the loss in value of the goods caused by any handling by you.(any components fitted will be valued as second hand parts, unless there is a failure is due to faulty materials).

We will make the reimbursement without undue delay, and not later than:

- (a) 14 days after the day that we received the goods that we supplied 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 or if there were goods and we offered to collect them, 14 days after the day on which we are informed about your decision to cancel this contract.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

If you have any queries, please do not hesitate to contact me on 01582 679300.

Yours sincerely

**Lucy Goodchild**  
**Service Advisor**

# CANCELLATION FORM

Redbourn Auto Solutions  
10 Redbourn Industrial Estate  
High Street  
Redbourn  
Herts, AL3 7LG

## *TO THE SERVICE MANAGER*

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: \_\_\_\_\_

Address of consumer: \_ \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature of consumer(s) \_\_\_\_\_

\_\_\_\_\_

Date \_\_\_\_\_

## REQUEST TO START WORK

Redbourn Auto Solutions  
10 Redbourn Industrial Estate  
High Street  
Redbourn  
Herts  
AL3 7EY

*To The Service Manager*

I/We hereby ask you to start work on our contract on a date that we will/have already agreed.

I/We understand that I/we have a right to cancel this contract, as described above, within the cancellation period which ends 14 days after I/we take possession of any goods that you are supplying. I/We also understand that following cancellation I/we may have to pay certain labour costs or have some reduction of our reimbursement as described above.

Contract/confirmation date:

Name of consumer(s),

Address of consumer(s),

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