

Trading Standards
Licensing and Public Protection
Roebuck House,
Abbey Road,
TQ2 5EJ

My ref: CMU No:

Your ref:

Telephone: 01803 208048

Fax: 01803 208043

E-mail: trading.standards@torbay.gov.uk

Website: www.torbay.gov.uk

Date:

Dear Sir/Madam

Cancellation of Contracts made in a Consumer's Home or Place of Work etc Regulations 2008

I am writing to you to inform you of your obligations as a business under the above named regulations which came into force on 1st October 2008.

These Regulations give consumers the right to cancel contracts for goods or services that are made at the consumer's home, so if you cold-call customers or are invited to a consumer's home to agree a contract, this applies to you. Before any work is carried out you must give your customers a written notice explaining their right to cancel and a copy of the cancellation notice itself.

The consumer's right to cancel lasts for 7 calendar days following receipt of the notice and applies to all contracts of £35 or more.

The Notice must be dated and given to the customer at the time the contract is made. If the contract is in writing the notice must be incorporated in the same document, set out in a separate box with the heading 'Notice of the Right to Cancel'. If the contract is not in writing it must be issued as a stand alone document.

Starting work before the end of the cancellation period

It may be that the customer will want you to start work straight away or before the cancellation period expires. If this happens they must give you their written consent by signing the relevant part of the notice. The consumer cannot be made to waive their right to cancel and it must be made clear to them that if they do then cancel they must make reasonable payment for the goods or services provided by you up to that point.

If the notice is sent by post, it is deemed to have been issued at the time of posting, even if it is received by you beyond the seven day deadline.

Please be aware that when a customer exercises their right to cancel, any related credit agreement will automatically be cancelled

You should also be aware that failure to provide such a notice is a criminal offence and any contract you do make would not be enforceable, i.e. they could legally refuse to pay you.

Schools and services for children and young people • social care and housing • recycling, waste disposal and clean streets • community safety • roads and transportation • town planning • tourism, harbours and economic regeneration • consumer protection and licensing • leisure, museums, libraries and arts

If you require this in a different format or language, please contact me.

Attached is an example of the Notice containing all of the required information which you may copy and use if you wish. If you have any questions about these requirements or would like more information please don't hesitate in contacting me.

Should you need to contact us please quote the reference number above.

Yours faithfully