



Notice of the Right to Cancel

If the customer is thinking about or wants to cancel the contract, **Lockmaster1 Ltd** have agreed to the following process:

- If the work is an emergency (e.g. customer locked out) or the work (parts and labour) costs less than £42, the cancellation rights do not need to be provided.
- If the work is not an emergency, or costs over £42, the customer has a cooling-off period of fourteen calendar days from the day the cancellation notice form is sent, in which the customer can choose to cancel the contract and have any deposits returned.
- If the contract does allow a cancellation period, but the customer wants the work to start within the fourteen days, the customer needs to put in writing to the trader a request for the work to start within this period.
- As part of The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, the customer has the right to cancel the contract in writing on the notice given at the time the contract is made (standard cancellation notice).
- If the customer wants to cancel the contract within the fourteen day period, any work done within the cancellation period must be paid for up to the time of cancellation.
- As part of these regulations, any sum paid by or on behalf of the customer as part of the contact will be repayable except where the regulations provide otherwise.

Optional Customer Cancellation Notice form

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 on the attached sheet if you want to but you do not have to. Complete, detach and return this form **only if you wish to cancel the contract**.

Customer Cancellation Notice

Name:	Name of customer:
Address:	Address of customer:
(Trader to insert name and address of person to who notice may be given above):	Customersignature:
I/We hereby give notice that I/We wish to cancel my/our contract:	Date:

(Trader to insert reference number, code or other details to enable the contract or offer to be identified)