

# **Consumer Contract (Information, Cancellation and Additional Charges) Regulations 2013**

## **Information about the exercise of the right to cancel**

### **Right to cancel**

You have the right to cancel this contract within 14 days without giving any reason.

The cancellation period will expire after 14 days from the day

(a) on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods; or

(b) (if you have ordered multiple goods in one order) on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the last good.

To exercise the right to cancel, you must inform us Signature DIY Limited trading as Internal Doors, Unit 6, Marina Court, Maple Drive, Hinckley, LE10 3BF Tel: 01455 566 566, email: support@internaldoors.co.uk of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, fax or e-mail). You may use the attached model cancellation form, but it is not obligatory.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

### **Effects of cancellation**

If you cancel this contract, we will reimburse to you all payments received from you, including the costs of delivery (except for the supplementary costs arising if you choose a type of delivery other than the least expensive type of standard delivery offered by us).

We may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you.

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

(a) 14 days after the day we receive back from you any goods supplied, or

(b) (if earlier) 14 days after the day you provide evidence that you have returned the goods.

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

Signautre DIY Limited is a limited liability company registered in England and Wales  
(Registration Number 06681796)

Registered Office: Unit 6, Marina Court, Maple Drive, Hinckley, LE10 3BF Director: Mr N Lines

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

You will have to bear the direct cost of returning the goods.

You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods

If you requested us to begin the performance of any services during the cancellation period, you shall pay us an amount which is in proportion to what has been performed until you have communicated to us your cancellation from this contract, in comparison with the full coverage of the contract.

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### Model Cancellation Form

To: Signature DIY Limited  
Unit 6, Marina Court,  
Maple Drive,  
Hinckley,  
LE10 3BF

Tel: [ ]

Fax: [ ]

E-mail: [insert email address to be used]

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(s),

Address of consumer(s),

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

Date

[\*] Delete as appropriate.

