

BUILDER'S QUOTATION

QUOTATION — TO THE CUSTOMER

A fixed price before the job — scope, total price, payments, dates, cancellation pages, acceptance

KD-TA-QU-001 Rev A0

Send this before the job. A quotation is a fixed price for the work described: it changes only if the work changes, a provisional sum is settled, or something stated in section 4 turns out differently and you and the customer agree the change in writing first. An estimate is a best guess that can move — if you cannot fix the price, call it an estimate and say how the final price will be worked out. What you tell a homeowner about the work, and they rely on, becomes part of the contract (Consumer Rights Act 2015 s.50). A change after the customer has accepted is priced on KD-CA-VQ-002 Variation Quotation. For larger domestic work use the domestic building contract KD-AGR-DC-001. Consumer rules here apply across the UK; building control differs in Scotland and Northern Ireland.

BEFORE YOU SEND IT — THE TWO THINGS THAT COST BUILDERS MONEY

For a homeowner, the total price must include VAT and every charge they will necessarily pay (Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 Schedule 2; Digital Markets, Competition and Consumers Act 2024 s.230). If the contract is made at the customer's home or away from your premises, or by phone, email or online without meeting, give the customer this whole quotation — including section 9 and the cancellation pages at the end, completed — before the customer is bound: for a contract made away from your premises, on paper or, if the customer agrees, by email (reg 10); for a distance contract, in a way that suits the phone, email or website used (reg 13). If the cancellation information is not given, the cancellation period runs for up to 12 months (reg 31) and a customer who cancels owes nothing for work done in the cancellation period (reg 36(6)); for an off-premises contract, failing to give the cancellation information is a criminal offence (reg 19). These rules do not apply to a contract to build a new building, or a substantially new building by converting an existing one (reg 6(1)(e)); that exclusion does not cover extensions, alterations or repairs to an existing home.

1 FROM — THE BUSINESS GIVING THIS QUOTATION

BUSINESS NAME	TRADING NAME (IF DIFFERENT)	LEGAL STATUS	
BUSINESS ADDRESS	TELEPHONE	EMAIL	
REGISTERED COMPANY NAME	COMPANY NUMBER	REGISTERED IN	REGISTERED OFFICE ADDRESS
VAT REGISTRATION NO.	OWNER'S NAME AND ADDRESS FOR DOCUMENTS	TRADE BODY OR SCHEME	

Trading disclosures. A limited company (and an LLP, under the rules that apply to LLPs) shows its registered name on its letters, order forms, invoices and other business documents and on its website, and its registered number, the part of the UK it is registered in and its registered office address on its business letters, order forms and website (Company, Limited Liability Partnership and Business (Names and Trading Disclosures) Regulations 2015 regs 24 and 25). A sole trader or partnership trading under a name that is not the owner's own name shows each owner's name and a UK address for serving documents on its business letters, written orders, invoices, receipts and written demands for payment (Companies Act 2006 ss.1201 and 1202). Getting that wrong is an offence and can stop a claim for payment going ahead (ss.1205 and 1206).

2 TO — THE CUSTOMER AND THE SITE

CUSTOMER NAME	CUSTOMER ADDRESS	TELEPHONE / EMAIL	
SITE ADDRESS (IF DIFFERENT)	QUOTATION REFERENCE	DATE OF QUOTATION	PRICE STANDS UNTIL

- ☐ The customer is a consumer — a person buying for themselves, not for a business (sections 3, 9 and 10 and the cancellation pages apply)
- ☐ The customer is a business (sections 9 and 10 and the cancellation pages do not apply; the contract terms you agree govern)

3 HOW THIS CONTRACT WILL BE MADE, AND WHAT IT IS FOR — HOMEOWNERS

- ☐ At our business premises — no statutory cancellation period (unless agreed there straight after we met the customer at their home or away from our premises: that is an off-premises contract)
- ☐ At the customer's home or elsewhere away from our business premises (an off-premises contract) — section 9 and the cancellation pages apply
- ☐ By phone, email, post or online without meeting at the time of agreeing (a distance contract) — section 9 and the cancellation pages apply
- ☐ Work only — no goods or materials supplied under this contract
- ☐ Work with goods supplied — materials, fittings or appliances we supply and fit

The second choice sets the cancellation period wording on page C1: for work only the period runs from the day the contract is made; where goods are supplied the law treats the contract as a sales contract and the period can run from when the goods come into the customer's physical possession. If unsure which applies, or whether the contract is off-premises, give section 9 and the cancellation pages, take advice, and do not treat the cancellation period as over early.

4 THE WORK

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SCOPE OF THE WORK

INCLUDED

NOT INCLUDED

WHAT THE PRICE ASSUMES

5 THE PRICE

Priced lines. Every amount here is excluding VAT; VAT is added once, below. Leave a column blank where it does not apply.

NO.	DESCRIPTION OF THE WORK	LABOUR £	MATERIALS £	PLANT £	OTHER £	LINE TOTAL £

TOTALS	£
Provisional sums (the allowances listed below), excluding VAT	
Sub-total, excluding VAT	
VAT — write the rate and the amount, or "No VAT: not VAT-registered"	
TOTAL PRICE, including VAT and every charge the customer must pay for the work described	
CHARGES THAT ARE NOT IN THE TOTAL PRICE	

Provisional sums. A provisional sum is an allowance for work that cannot be priced until more is known — for example a repair to joists that cannot be seen until the floor is lifted. It is included in the total price above. When the work is known, you will be told the actual cost before it is done where you can be, and the total price goes up or down by the difference.

PROVISIONAL SUM — WHAT IT IS FOR	ALLOWANCE £	HOW THE ACTUAL COST IS WORKED OUT AND AGREED

DAYWORK LABOUR RATE	MATERIALS AT COST PLUS	OTHER RATES

continued

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START DATE	EXPECTED DURATION	WORKING HOURS	COULD MOVE IF
WORKMANSHIP GUARANTEE	AFTER THE JOB — PROBLEMS AND COMPLAINTS		

Keep a deposit in proportion to what you spend before starting — materials ordered for this job, a skip, scaffold — and say what it is for. The law sets no maximum deposit, but a term that lets a trader keep money when a consumer does not go ahead, without an equivalent right the other way, or that makes a consumer pay a disproportionately high sum, may be unfair and then does not bind the consumer (Consumer Rights Act 2015 Schedule 2 Part 1 paras 4 to 6). If the customer cancels within the cancellation period, you must refund what they paid, less any amount due for work they asked you to start (section 9 and page C1). Stage payments should follow work actually done.

DEPOSIT £ (INCL. VAT)	WHAT THE DEPOSIT PAYS FOR	INVOICES TO BE PAID WITHIN

[illegible]

HOW TO PAY	AMOUNT HELD BACK UNTIL SNAGS ARE DONE (OPTIONAL)

This price stands until the date in section 2. After that date the business may re-price before accepting an order. Once accepted, the price is fixed except as section 4 and the provisional sums allow, or as changes are agreed in writing (KD-CA-VO-002).

Where you agree this contract as a consumer away from our business premises, or without meeting us, you have the right to cancel it. How long you have, how to cancel and what happens if you do are set out on cancellation page C1 at the end of this quotation, and C2 is a form you may use.

When there is no right to cancel (this note is **ours, not the statutory wording**). A contract agreed at our business premises, unless agreed there straight after we met you away from them; a contract agreed away from our premises where you pay £42 or less; a contract to build a new building, or a substantially new building by converting an existing one; a visit you specifically asked for to carry out urgent repairs or maintenance — though extra work or goods agreed on that visit can still be cancelled; and goods made to your specification or clearly personalised (**Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013** regs 5, 6(1)(e), 27 and 28). How the goods rules **apply** to building work is not settled: if in doubt, ask us or take advice, and do not treat the cancellation period as over early.

Starting work inside the cancellation period. We will not start before the cancellation period ends unless you ask us to, in writing (reg 36(1)). If you ask us to start and then cancel, you pay for the work done up to the time you tell us, in proportion to the whole contract price (reg 36(4)).

Cancellation pages C1 and C2 completed and given to the customer with this quotation — on paper, or by email if the customer agreed

Customer — complete only if you want work to start inside the cancellation period:

I ask you to start the work before my cancellation period ends. I understand that if I then cancel I will pay for the work done up to the time I tell you, and that, for the work, I will lose my right to cancel once the work is complete.

CUSTOMER SIGNATURE

DATE _____

REQUESTED START DATE

This quotation does not affect your legal rights. The law requires the work to be carried out with reasonable care and skill, and any goods or materials supplied must be of satisfactory quality, fit for purpose and as described, and correctly installed (Consumer Rights Act 2015 ss.9 to 11, 15 and 49). If the work is not done with reasonable care and skill, you can ask for it to be put right at no cost; if that is not possible or is not done within a reasonable time, a price reduction; and other remedies such as damages remain (ss.54 to 56). Faulty goods have their own remedies against the business that supplied them (s.19). No term can take away or limit your rights about goods (s.31) or take away your rights about the work; a term that limits your rights about the work does not bind you if it would stop you getting back what you paid, or if it is unfair (s.57). What the business tells you about the work or about itself, and you rely on, is part of the contract (s.50). Citizens Advice gives free advice on consumer rights.

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11 SIGNATURES

The customer accepts this quotation, and the work, price, payments and dates in it, by signing below before the date in section 2 and returning a copy. The business confirms the quotation. Any other terms that form part of the contract are listed here:

For the business giving the quotation:

PRINTED NAME	POSITION	SIGNATURE	DATE

Accepted by the customer:

PRINTED NAME	POSITION	SIGNATURE	DATE

OTHER TERMS FORMING PART OF THE CONTRACT

Builder: give the customer a copy of the signed quotation, including any request to start early and the cancellation pages, before work starts — on paper, or by email if the customer agrees (Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 reg 12). Keep your own copy: in a dispute you must show that you gave the information (reg 17).

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CANCELLATION PAGE — GIVE BEFORE AGREEING

Cancellation information — complete and give to the customer before the contract is agreed

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Builder: C1 and C2 are Schedule 3 Parts A and B to the 2013 Regulations, from legislation.gov.uk — Contains public sector information licensed under the Open Government Licence v3.0. Tick what applies, strike through what does not, enter your details, do not change the wording; [brackets] are instructions to you. Period: first line for work only (section 3); with goods, the second line (third if goods arrive on different days, fourth if one item arrives in lots) — take advice, and do not treat the period as over early. Give C1 and C2 on paper (or by email if the customer agrees) before the contract is agreed, and keep a record (regs 10 and 17).

C1 MODEL INSTRUCTIONS FOR CANCELLATION

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 [builder: tick one line]

- ☐ of the conclusion of the contract.
- ☐ on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods.
- ☐ on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the last good.
- ☐ on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the last lot or piece.

To exercise the right to cancel, you must inform us [builder's name, geographical address and, where available, telephone number, fax number and e-mail address — entered below] 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.

BUILDER'S NAME

GEOGRAPHICAL ADDRESS

TELEPHONE

FAX

E-MAIL

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 chose 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, or (c) if there were no goods supplied, 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.

[Builder: where goods are supplied and you have not offered to collect them, tick this line]

- ☐ 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.

[Builder: only where the customer has received goods in connection with the contract — tick one line from each group]

- ☐ We will collect the goods.
- ☐ You shall send back the goods or hand them over to us or [the person named below], without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired.
- ☐ We will bear the cost of returning the goods.
- ☐ You will have to bear the direct cost of returning the goods.
- ☐ You will have to bear the direct cost of returning the goods, ... £ [amount entered below].
- ☐ You will have to bear the direct cost of returning the goods. The cost is estimated at a maximum of approximately ... £ [amount entered below].
- ☐ We will collect the goods at our own expense.

PERSON AUTHORISED TO RECEIVE THE GOODS (SECOND COLLECTION LINE)

£ AMOUNT (DISTANCE CONTRACTS)

[Builder: return-cost lines 3 and 4 are for distance contracts; line 5 is for an off-premises contract where the goods cannot go by post and were delivered to the customer's home when the contract was made. Tick the next line wherever goods were received; for work (a service), tick the last line]

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

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Model cancellation form — the customer may use it to cancel

CANCELLATION FORM — FOR THE CUSTOMER

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C2 MODEL CANCELLATION FORM

Customer: you only need to send this if you want to cancel the contract, and you can cancel by any other clear statement instead — see C1. This note is ours; the form below is the model form.

To [here the trader's name, geographical address and, where available, fax number and e-mail address are to be inserted by the trader]:

BUILDER'S NAME	GEOGRAPHICAL ADDRESS	FAX (IF ANY)	E-MAIL

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 [*],
GOODS / SERVICE

Ordered on [*/received on [*], ORDERED ON	RECEIVED ON

Name of consumer(s),
NAME(S)

Address of consumer(s),
ADDRESS

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

Date
DATE

[*] Delete as appropriate.
QUOTATION REFERENCE (BUILDER, FOR YOUR RECORDS — NOT PART OF THE FORM)

C1 and C2 reproduce Part A (model instructions for cancellation, with the insertions its notes provide for and "E" where the revised text substitutes it) and Part B (model cancellation form) of Schedule 3 to the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, from the revised text on legislation.gov.uk (read 13/09/2026). Contains public sector information licensed under the Open Government Licence v3.0.

R REVISION HISTORY

Every revision of this document, and every review that found nothing to change. The revision on the front of this sheet is the one you are holding — check kubitdocs.com for the current one before use.

Rev	Date	Class	What changed	Authorised by
D0	2026-09-13	first-issue	First issue.	— not yet approved —
A0	2026-09-13	review	Approved for issue by the author. Content unchanged from the reviewed draft; the draft status strip is removed. No independent third-party review has been carried out.	Author — director, UK principal contractor, SMSTS. Not an independent review.

Class: first-issue · material (the law, a control, a field or the scope changed — past buyers are notified) · editorial (wording or layout only) · review (checked, nothing changed) · withdrawal. Revision prefix D = draft, not approved and not for sale; A = approved for issue by the person named, on the date shown.