

BUILDING CONTRACT — DOMESTIC CUSTOMER **CONTRACT — EACH PARTY KEEPS A SIGNED COPY**

For a customer having work done for themselves — agreed price, stage payments, plain terms, cancellation form KD-AGR-DC-001 Rev A0

Use this contract for any customer who is an individual having work done for themselves, not for a business — whether or not they live at the property. Attach the quotation (KD-TA-QU-001) and any drawings. Changes are priced on KD-CA-VQ-002, stages are invoiced on KD-TA-IN-002, and handover is recorded on KD-TA-CC-003 (with KD-TA-WG-004 where you give written cover for your work). For a company, public body or other organisation, or an individual acting for their business (for example letting property), use KD-AGR-SW-002. If unsure, use this contract and take advice.

BEFORE YOU USE THIS CONTRACT

- This is a template. Fill in every box in Part A, strike through anything that does not apply, and both read the whole contract — Part A, the terms and the cancellation page — before signing. Each party keeps a signed copy.
- Take independent legal advice where the value of the work or the risk justifies it. For larger or more complex work a published standard form — for example the JCT Minor Works Building Contract 2024 — may suit better.
- Nothing in this contract removes or limits the rights the law gives the customer as a consumer.
- If the contract is agreed at the customer's home or anywhere else away from the builder's business premises, or at a distance, the customer can usually cancel — for work only, within 14 days of the contract; where the builder supplies goods, until 14 days after the last goods arrive. Give the customer this whole document, including the cancellation page, on paper before they sign (section 8 and term 13).
- Written for work to homes in England and Wales. Scotland and Northern Ireland have their own contract law, building control and construction rules — do not use it for work there without advice.

PART A — THE DETAILS OF THIS CONTRACT

1 THE BUILDER AND THE CUSTOMER

BUILDER — BUSINESS NAME	COMPANY NO. / SOLE TRADER / PARTNERSHIP	VAT NUMBER	PERSON DEALING WITH THIS JOB
BUILDER'S BUSINESS ADDRESS (NOT A PO BOX)	TELEPHONE	EMAIL	
CUSTOMER(S) — FULL NAMES	TELEPHONE	EMAIL	
THE PROPERTY WHERE THE WORK WILL BE DONE	CUSTOMER'S ADDRESS FOR LETTERS, IF DIFFERENT		
TRADE ASSOCIATION, SCHEME OR CODE THE BUILDER BELONGS TO			

Two separate tests. Consumer: an individual having the work done wholly or mainly outside their trade, business, craft or profession is a consumer, whether or not they live at the property, and consumer law — including the cancellation rules — applies; a builder who says an individual is not a consumer must prove it (Consumer Rights Act 2015 s.2(3) and (4)). Residential occupier: if the customer lives in the property or intends to, the Construction Act payment and adjudication rules do not apply; if not, they apply as well (Housing Grants, Construction and Regeneration Act 1996 s.106). Tick one:

☐ The customer lives in the property or intends to live in it — the Construction Act payment and adjudication rules do not apply (term 12.4)

☐ The customer is an individual having work done for themselves but does not live in the property and does not intend to — the Construction Act payment and adjudication rules also apply (term 12.5); take advice

2 THE WORK

DESCRIPTION OF THE WORK	
QUOTATION REF AND DATE (KD-TA-QU-001)	DRAWINGS, SPECIFICATION AND OTHER DOCUMENTS THAT FORM PART OF THIS CONTRACT
NOT INCLUDED IN THE PRICE	
ITEMS THE CUSTOMER IS SUPPLYING	WHO DESIGNS THE WORK

3 THE PRICE

PRICE BEFORE VAT £	VAT £	TOTAL PRICE INCLUDING VAT £	PRICE TYPE

The price includes (tick each that applies):

- | | | |
|---|---|---|
| ☐ Materials | ☐ Skip hire and removing waste | ☐ Building control fees |
| ☐ Labour | ☐ Making good after the work | ☐ Decoration |
| ☐ Scaffolding and access equipment | ☐ A final clean | ☐ Protecting floors and fittings |

ALLOWANCES — ITEMS NOT YET CHOSEN OR NOT YET KNOWN, AND HOW EACH IS ADJUSTED

RATES FOR EXTRA WORK AGREED UNDER TERM 4

THIS PRICE HOLDS IF SIGNED BY

4 DATES AND ARRANGEMENTS AT THE PROPERTY

START DATE	COMPLETION DATE OR PERIOD	WORKING DAYS AND HOURS	SKIP, PARKING AND STORAGE

The customer lets the builder use (tick each that applies):

- | | | |
|---|---|---|
| ☐ Water supply | ☐ A toilet | ☐ A lockable storage space |
| ☐ Electricity supply | ☐ Parking on the drive | ☐ None of these — the builder provides its own |

5 PAYMENTS

Deposit. Keep any deposit in proportion to what it pays for — such as materials ordered specially for this job — and do not ask for the whole price before work starts. If the customer cancels within the cancellation period, what they have paid is refunded as term 13 explains.

DEPOSIT £ (INCL. VAT)	WHAT THE DEPOSIT PAYS FOR	EACH INVOICE PAID WITHIN (DAYS)

STAGE	PAYMENT BECOMES DUE WHEN THIS STAGE OF THE WORK IS COMPLETE	AMOUNT £ INCL. VAT

BANK DETAILS FOR PAYMENT

LATE PAYMENT INTEREST % OVER BASE RATE

6 PERMISSIONS, ROLES AND INSURANCE

Who arranges each item (tick one column in each row). Whoever arranges an item pays its fee unless section 3 says the price includes it.

ITEM	CUSTOMER	BUILDER	NOT NEEDED	REFERENCE, FEE OR NOTE
Planning permission, or confirming none is needed	☐	☐	☐	
Building control — the application, the inspections and the completion certificate	☐	☐	☐	
Party wall notices to neighbours — the owner's notices (term 6.2)	☐	☐	☐	
Structural engineer's design and calculations	☐	☐	☐	
Other consents — listed building, conservation area, freeholder or landlord, mortgage lender	☐	☐	☐	
Asbestos survey before work that disturbs the building fabric	☐	☐	☐	

- ☐ The builder is the only contractor on this project (terms 6.3 and 7.1)
- ☐ There will be more than one contractor — the principal contractor and principal designer are named below (term 7.2)

PRINCIPAL CONTRACTOR (IF MORE THAN ONE CONTRACTOR)

PRINCIPAL DESIGNER (IF MORE THAN ONE CONTRACTOR)

BUILDER'S PUBLIC LIABILITY INSURER AND POLICY NO.

LIMIT OF COVER £

EXPIRY

EMPLOYERS' LIABILITY INSURER

Insurance of the work and materials on site until completion (tick one — term 8.2):

- ☐ The builder's contract works insurance — insurer and policy no. below
- ☐ The customer's home insurance — the customer has confirmed with their insurer that the work is covered (date below)

CONTRACT WORKS INSURER AND POLICY NO. — OR THE DATE THE CUSTOMER'S INSURER CONFIRMED COVER

7 COMPLAINTS, SNAGGING AND AFTER COMPLETION

COMPLAINTS TO — NAME, PHONE AND EMAIL

WRITTEN COMPLAINTS ANSWERED WITHIN

DISPUTE RESOLUTION SCHEME

SNAGGING ITEMS PUT RIGHT WITHIN (DAYS OF THE COMPLETION WALK-ROUND)

WRITTEN AFTER-COMPLETION COVER THE BUILDER GIVES (KD-TA-WG-004)

8 HOW THIS CONTRACT WAS MADE — THE RIGHT TO CANCEL

Tick every line that describes how this contract was made (term 13). Signing it at the customer's home is always an off-premises contract. If you are not sure, treat the right to cancel as applying and give the customer the cancellation page before they sign.

- ☐ Agreed with the builder and the customer together anywhere other than the builder's business premises — for example at the customer's home (off-premises)
- ☐ The customer made their offer with the builder present away from the builder's business premises, and the builder accepted later (off-premises)
- ☐ Agreed at the builder's business premises, or by phone, email or online, immediately after the builder spoke to the customer in person away from those premises (off-premises)
- ☐ Agreed without the builder and customer ever meeting, through phone, email or online arrangements the builder uses to take work at a distance (distance contract)
- ☐ Discussed or surveyed at the customer's home, then accepted later by phone or email — whether the right applies depends on the facts: treat it as applying
- ☐ Agreed at the builder's business premises — a permanent shop, showroom or trade counter where it trades — and not straight after meeting the customer elsewhere: no legal right to cancel
- ☐ A contract to build a new building, or a conversion that creates a substantially new building — the cancellation rules do not apply

What the builder supplies (tick one — it decides the cancellation period and the line to tick at C1):

- ☐ Work only — the builder supplies no goods (labour only, or the customer supplies every item — even small materials such as plaster, paint, adhesive or fixings count as goods): the period ends 14 days after the day the contract is made
- ☐ Work with goods the builder supplies — materials, fittings or appliances: the period ends 14 days after the day the goods, or the last of them, come into the customer's physical possession

LEGAL CONSEQUENCES — CHECK BEFORE SIGNING

- Where a right to cancel applies and the customer is not given the cancellation information: for an off-premises contract that is a criminal offence; the customer can cancel for up to 12 months longer; and they pay nothing for work done in that time. The builder has to prove the information was given (Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 regs 17, 19, 31 and 36(6)).

CUSTOMER'S REQUEST TO START WORK WITHIN THE CANCELLATION PERIOD

- Complete only if the customer wants work to start within the cancellation period. I ask the builder to start the work before the end of the cancellation period. I understand that if I cancel after the work has started I must pay for the work done up to the time I tell the builder I am cancelling, in proportion to the whole contract, and that, if this contract is for work only, once the work has been fully completed I will lose the right to cancel.

START REQUESTED FROM

CUSTOMER'S PRINTED NAME

CUSTOMER'S SIGNATURE

DATE

9 SIGNATURES

This contract is made up of Part A, the terms that follow (terms 1 to 14), the cancellation page and the documents listed in section 2. By signing, each party confirms it has read all of them and agrees to them.

CANCELLATION PAGE GIVEN ON PAPER — DATE TIME GIVEN BY (FOR THE BUILDER) CUSTOMER INITIALS — RECEIVED IT BEFORE SIGNING

For the builder

PRINTED NAME

POSITION / CAPACITY

SIGNATURE

DATE

Customer

PRINTED NAME

POSITION / CAPACITY

SIGNATURE

DATE

Second customer (if any)

PRINTED NAME

POSITION / CAPACITY

SIGNATURE

DATE

10 TERMS OF THIS CONTRACT

1 THIS CONTRACT

- 1.1 "We" and "us" means the builder and "you" means the customer named in Part A. "The work" means the work described in section 2, with any changes agreed under term 4.
- 1.2 The contract is Part A, these terms, the cancellation page and the documents listed in section 2. If they conflict, Part A comes first, then these terms, then the other documents.
- 1.3 What we said or wrote to you about ourselves or the work, and that you took into account in deciding to go ahead or, later, in deciding about the work, also forms part of the contract (Consumer Rights Act 2015 s.50). If any part of the contract could mean two different things, the meaning that is best for you applies (s.69).

2 WHAT WE PROMISE

- 2.1 We will do the work with reasonable care and skill, to the standard described in the quotation and the documents in section 2.
- 2.2 Materials we supply will be of satisfactory quality — which includes being fit for the purposes such materials are usually used for, safe and durable — fit for any particular purpose you made known to us, and will match their description and any sample or model you saw. We will fix them as the manufacturer instructs.
- 2.3 We will start on the start date and finish by the completion date in section 4, subject to term 5. Where no time is fixed, we will do the work within a reasonable time.
- 2.4 We will carry out the work so that it meets the Building Regulations and the other legal requirements that apply to it, using competent people who are properly supervised. We are responsible for the work of anyone we subcontract.
- 2.5 We will tell you promptly about anything we find that affects the price, the time, or the safety of the work or your home.

3 WHAT YOU AGREE TO DO

- 3.1 Give us access to the property, and the facilities ticked in section 4, at the agreed working times.
- 3.2 Clear the rooms and areas we will work in of furniture, belongings and valuables before we start, unless we have agreed to move them.
- 3.3 Make the choices the work needs — for example tiles, fittings and finishes — by the dates we reasonably ask for, and make sure items section 2 says you supply arrive when they are needed.
- 3.4 Tell us before we start about anything you know of that could be a hazard or affect the work — for example asbestos or an asbestos survey, the route of pipes and cables, past subsidence or structural problems, damp, or anything agreed with your neighbours.
- 3.5 Keep children, visitors and pets out of the work area.
- 3.6 If you do not do something in this term and it delays us or adds to our costs, we will tell you in writing as soon as we can; the completion date will move by a fair amount, and we may charge the reasonable extra cost, which we will show you.

4 CHANGES AND EXTRA COSTS

- 4.1 Either of us may ask for a change to the work. Before a change is made we will give you, in writing, its price and its effect on the completion date (we use KD-CA-VQ-002). A change goes ahead only when you have agreed that price in writing — an email or text message is enough.
- 4.2 We will not charge for extra work unless you agreed its price in writing before it was done. The only exception is urgent work needed to make the property safe or to stop damage getting worse, such as a burst pipe or an unsafe structure found during the work: we will do only what is needed, tell you the same day, and charge at the rates in section 3.
- 4.3 If we find a problem that could not reasonably have been seen before the work started — for example rotten timber or hidden defects in the existing building — we will stop that part of the work, show you, and explain the options and their prices. You decide how to go on, and term 4.1 applies.
- 4.4 Allowances in section 3 are adjusted up or down to the actual cost, and we will show you the invoices. We will not change the price for any other reason, except under terms 3.6 and 4.2.

5 DELAYS AND MORE TIME

- 5.1 If the work is delayed by something outside our control — for example a change you ask for, a late decision, work by others you employ, exceptionally bad weather, or materials delivered late despite our ordering them in good time — we will tell you in writing as soon as we know, with the reason and a fair new completion date.
- 5.2 If the work is delayed by us, we will do what we reasonably can to make up the time at our own cost. Your legal rights if we are late are not affected.
- 5.3 If the work is stopped for longer than the period in term 11.4 by something neither of us controls, either of us may end the contract under term 11.

6 BUILDING CONTROL, PLANNING AND PARTY WALLS

- 6.1** Section 6 records who arranges each permission. The work must meet the Building Regulations whoever makes the application, and we will not start work that needs a permission until it has been obtained.
- 6.2** Party wall notices are served on the neighbouring owners by the owner of the property having the work done — normally you: at least two months before work to a party wall or other party structure, and at least one month before building a new wall on the boundary line or excavating near a neighbour's foundations (Party Wall etc. Act 1996 ss.1, 3 and 6). We will not start the affected work until the notice period has run and the neighbour has agreed in writing, or any dispute has been settled under that Act.
- 6.3** In England, the Building Regulations 2010 treat you as a domestic client. The duty to plan, manage and monitor the project so that it meets the Building Regulations passes to us if we are the only contractor, or to the principal contractor if there is more than one — or to the principal designer if you agree that in writing (reg 11C). Where there is more than one contractor you should appoint a principal designer and a principal contractor in writing (reg 11D); if you do not, the designer in control of the design phase and the contractor in control of the construction phase take those roles. Wales has its own rules.
- 6.4** You must still give us, and any designer, the information you hold or can reasonably get about the property that the work needs (reg 11A(4)), and we will not start until we are satisfied that you know your duties as client (reg 11L(1)).

7 HEALTH AND SAFETY

- 7.1** Under the Construction (Design and Management) Regulations 2015 you are a domestic client. Your client duties — including notifying HSE where a project is large enough to need it — pass to us if we are the only contractor, or to the principal contractor if there is more than one, unless you agree in writing that the principal designer will take them on (CDM 2015 reg 7).
- 7.2** Where there will be more than one contractor you should appoint a principal designer and a principal contractor in writing (section 6). If you do not, the designer in control of the pre-construction phase and the contractor in control of the construction phase take those roles (reg 7(2)).
- 7.3** We will plan and manage the work safely; keep the work area safe and secure; protect floors, furniture and fittings that stay in place; keep dust and noise down as far as we reasonably can; keep routes through your home and escape routes clear; remove our waste as section 3 says; and leave the site tidy at the end of each day and clean at the end of the job.
- 7.4** If we find anything we suspect contains asbestos, we will stop work in that area, keep people away and tell you. It will be tested before work there continues; testing and any removal are extra work under term 4 unless the price already includes them.

8 INSURANCE AND DAMAGE

- 8.1** We hold public liability insurance with the cover shown in section 6, and employers' liability insurance where the law requires it, for the whole of the work. We will show you the certificates if you ask.
- 8.2** Until the work is complete, loss of or damage to the work and to materials on site is covered by the insurance ticked in section 6. If that is our contract works insurance, we bear that loss or damage. If it is your home insurance, you bear loss or damage that we and our subcontractors did not cause, and you must have confirmed with your insurer that the work is covered. Either way, we are responsible for damage we or our subcontractors cause to the work, your home or your belongings, and for our own equipment.
- 8.3** Tell your home insurer about the work before it starts: building work can affect your cover.

9 DEFECTS AND HANDOVER

- 9.1** Tell us about anything you think is not right during the work and we will look at it promptly. At completion we will walk round with you, list any snagging items, and put them right within the number of days in section 7.
- 9.2** If a defect caused by our work or materials appears after completion, tell us as soon as reasonably possible. We will put it right at no cost to you, within a reasonable time and with as little inconvenience to you as we can.
- 9.3** Your legal rights continue after completion. If the work was not done with reasonable care and skill you can require us to put it right; if that is impossible, or we do not do it within a reasonable time and without significant inconvenience to you, you can require a price reduction, which may be a full refund (Consumer Rights Act 2015 ss.54 to 56). You may also have other remedies. Any written cover we give (section 7) is in addition to these rights. The law sets time limits for making a claim, so take advice if a problem appears long after completion.
- 9.4** At completion we give you the documents for the work: the building control completion certificate where one is issued, or the certificate from a competent person scheme for work registered through one; test and commissioning certificates; and the manufacturers' instructions and product guarantees for anything we supplied or fitted.

10 PAYMENT

- 10.1** We will invoice each stage in section 5 when it is complete, saying which stage the invoice is for. Pay each invoice within the number of days in section 5, by the method shown there.
- 10.2** The last stage is due when the work is complete apart from snagging items. You may hold back a fair amount — no more than the reasonable cost of putting those items right — until they are done.
- 10.3** If you think an invoice is wrong, tell us in writing as soon as you can, saying which part and why, and pay the rest by the due date. We will look at it with you promptly. You may hold back an amount that fairly reflects work not done, or not done properly. This does not limit your other legal rights (term 9.3).
- 10.4** If an amount you have not disputed is paid late, we may charge interest on it at the rate in section 5 from the due date until it is paid. If an undisputed amount is more than 14 days late, we may pause the work after giving you at least 7 days' written notice stating the amount and the date it was due. During a pause we leave the site safe, secure and weathertight, we charge nothing for the pause itself, the completion date moves by the length of the pause, and we restart as soon as the amount is paid.
- 10.5** The price of extra work agreed under term 4 is added to the next invoice.

11 ENDING THE CONTRACT

- 11.1** Your right to cancel is in term 13. This term deals with ending the contract after the cancellation period, or where term 13 does not apply.
- 11.2** You may end the contract by written notice if we: (a) fail to do the work properly and do not start putting it right within 14 days after you ask us to in writing; (b) do not start work within 14 days after the start date, or stop work for more than 14 days, without a good reason; or (c) become insolvent.
- 11.3** We may end the contract by written notice if you: (a) do not pay an amount you have not disputed within 14 days after we have written asking for it; or (b) stop us working for more than 14 days without a good reason.
- 11.4** Either of us may end the contract by written notice if the work is stopped by something neither of us controls for more than the number of weeks below (8 weeks if none is entered).

WEEKS (TERM 11.4)

- 11.5** You may also end the contract for your own reasons by written notice. You then pay for the work done, and for materials ordered specially for the job that cannot be returned or used elsewhere, plus the reasonable costs we can show were caused by stopping early — and no more than that.
- 11.6** When the contract ends for any reason we will make the site safe, remove our equipment and prepare a final account: the value of the work properly done and of the materials in term 11.5, less what you have paid. Whoever owes money pays it within 14 days of the final account. If the contract ended because one of us broke it, that party also pays the other's reasonable losses caused by the breach.

12 COMPLAINTS AND DISPUTES

- 12.1** If you are unhappy, tell the person named in section 7. Put a complaint in writing if it is not sorted out quickly; we will reply within the time in section 7.
- 12.2** If we cannot agree, either of us may suggest mediation, and you may use the dispute resolution scheme named in section 7. Using a scheme or mediation is voluntary for you and does not stop you going to court.
- 12.3** The courts of England and Wales deal with any dispute that is not settled. There is no arbitration clause in this contract.
- 12.4** Where section 1 shows you live in the property or intend to, the statutory adjudication and payment rules for construction contracts do not apply (Housing Grants, Construction and Regeneration Act 1996 s.106). Adjudication can still be used if we both agree to it in writing once a dispute has arisen.
- 12.5** Where section 1 shows you do not live in the property and do not intend to, those rules apply to this contract as well: either of us may refer a dispute to adjudication at any time, and where this contract does not contain the payment terms that Act requires, the Scheme for Construction Contracts (England and Wales) Regulations 1998 fill the gap (ss.108 to 111). This can mean that, to pay less than we ask for, you must tell us in writing how much you will pay and why before a set date — take advice as soon as you dispute an invoice.

13 YOUR RIGHT TO CANCEL

- 13.1** When it applies. The law usually gives you the right to cancel where this contract was agreed away from our business premises — for example at your home — or entirely at a distance (section 8). You may then cancel without giving a reason (Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 regs 5 and 29).
- 13.2** How long you have. Where this contract is for work only — we supply no goods — you may cancel within 14 days after the day the contract was made. Where we supply goods under it — materials, fittings or appliances — the 2013 Regulations define a contract with both goods and services as a sales contract, and you may cancel until 14 days after the day the goods, or the last of them, come into your physical possession (regs 5 and 30). Section 8 and the cancellation page show which applies. Do not treat the period as over early.
- 13.3** When it does not apply. There is no legal right to cancel a contract agreed at our business premises; a contract to build a new building, or a conversion that creates a substantially new building; a contract agreed away from our premises where you pay £42 or less; or a visit you specifically asked for to carry out urgent repairs or maintenance — though extra work, and goods other than necessary replacement parts, supplied on that visit can still be cancelled (regs 6, 27 and 28). The right to cancel does not apply to goods made to your specification or clearly personalised (reg 28(1)(b)).
- 13.4** How to cancel. Tell us clearly before the cancellation period ends — by letter, by email, or with the form on the cancellation page. You do not have to use the form. It is enough to send your message before the period ends (reg 32).
- 13.5** Starting within the cancellation period. We will not start work within the cancellation period unless you ask us to by signing the request in section 8 (reg 36(1)). If you then cancel, you pay for the work done up to the time you tell us, in proportion to the whole contract price (or to the market value of that work, if the price is excessive) (reg 36(4) and (5)). Where this contract is for work only, once the work has been fully completed at your request you can no longer cancel (reg 36(2)).
- 13.6** If we did not give you the cancellation information. The cancellation period is then extended: it ends 14 days after you receive the information, or 12 months after the normal period if you never receive it — and you do not pay for any work done during the cancellation period (regs 31 and 36(6)).
- 13.7** Refunds. If you cancel, we will refund what you have paid within 14 days after you tell us, using the same payment method unless you agree otherwise, without any fee (reg 34). If you owe us for work done under term 13.5, we will tell you the amount and how it is worked out.

14 GENERAL

- 14.1** We use your personal information only to carry out this contract and keep the records the law requires, and we keep it secure.
- 14.2** We will not transfer this contract to another business without your written agreement. We may use subcontractors, but we remain responsible for their work.
- 14.3** Notices under this contract are given in writing — a letter or an email — to the addresses in section 1. Only you and we have rights under this contract, and it is governed by the law of England and Wales.

YOUR LEGAL RIGHTS

- Nothing in this contract takes away or limits your legal rights as a consumer. The law says the work must be done with reasonable care and skill, materials we supply must be of satisfactory quality, fit for purpose and as described, and what we told you that you relied on counts as part of the contract (Consumer Rights Act 2015). For free advice on your rights, contact Citizens Advice.

Builder: complete this page and give it to the customer on paper, with the contract, before the customer signs, wherever section 8 shows a right to cancel. C1 is the model wording the law provides for the cancellation information; C2 is the model form the customer may use. Do not change the wording. At C1, tick ONE of the four "from the day" lines and strike through the others: the first if section 8 says work only; the second if you supply goods that all arrive together; the third if you supply goods that arrive on different days (most jobs); the fourth if you supply one item delivered in several lots or pieces. Enter your details in the boxes. Where you supply goods, also tick the three goods lines; strike through any line on this page you have not ticked.

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

- ☐ 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

NAME	GEOGRAPHICAL ADDRESS	TELEPHONE	E-MAIL

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 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.

- ☐ We will collect the goods.
- ☐ We will bear the 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 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.

C2 MODEL CANCELLATION FORM

Customer: complete and send this form only if you want to cancel the contract. You can also cancel by any other clear statement — see C1.

To NAME	GEOGRAPHICAL ADDRESS	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.

C1 and C2 reproduce Part A (model instructions for cancellation) and Part B (model cancellation form) of Schedule 3 to the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, as amended, from the text published on legislation.gov.uk (read 13/09/2026), with the insertions its notes provide for. 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.