**Right to cancel**

You have the right to cancel our Contract within 14 days without giving any reason. Our Contract with you may have two elements to it: delivery of materials (“Goods”) to your address and the construction using those Goods (“Services”).

The cancellation period will expire after 14 days from the day on which the Contract was between us was made. This is usually the date that you signed our Contract. If you wish to cancel that part of the Contract which relates only to the Goods then this right will extend for 14 days from the date on which all of the Goods have been delivered and will apply to all the Goods save for those we have already used in the construction work.

To exercise the right to cancel, you must inform us of your decision to cancel the Contract by a clear statement (e.g. a letter sent by post or by e-mail). You may use the attached model cancellation form, but it is not obligatory.

Notice of cancellation can be sent to:-

Flair Plastic Products Ltd.,

Unit 36, Minworth Industrial Estate,

Forge Lane,

Minworth,

Sutton Coldfield,

WEST MIDLANDS B76 1AH

Emails should be addressed to [sales@flairwindows.com](mailto:sales@flairwindows.com).

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 in result of unnecessary handling by you.

We will make the reimbursement without undue delay, and not later than the earlier of-

(a) 14 days after the day we have collected back from you any Goods supplied; or

(b) 14 days after the day you returned the Goods to us; or

(c) if there were no Goods supplied, 14 days after the day on which we are informed about your decision to cancel the 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.

If we have started to carry out the Services at your request during the cancellation period, you will have to pay us an amount for the work done up to the time you communicated your cancellation of the Contract to us which is in proportion to the work that was to have been carried out under the entire Contract.

**Model cancellation form**

To Flair Plastic Products Ltd., Unit 36, Minworth Industrial Estate, Forge Lane, Minworth, Sutton Coldfield, WEST MIDLANDS B76 1AH

Emails should be addressed to [sales@flairwindows.com](mailto:sales@flairwindows.com).

I/We [ ] hereby give notice that I/We cancel my/our contract of sale of the following goods and / or for the supply of the following services:

[Summarise Goods and Services],

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