

ROOFER TERMS AND CONDITIONS

BACKGROUND:

These Terms and Conditions are provided to you by <<Insert Company or Trader>> ("We") to customers who require roofing services to be provided at your property. Please read them carefully and ensure that you understand and agree to them before you sign them. If you have any questions, please contact us.

These Terms and Conditions apply to the provision of roofing services by <<Insert Company or Trader>> ("We") to customers who require roofing services to be provided at your property. Please read them carefully and ensure that you understand and agree to them before you sign them. If you have any questions, please contact us.

1. Definitions and Interpretation

1.1 In these Terms and Conditions, the following expressions shall have the meanings:

"Agreed Times"

"Agreement"

"Business"

"Consumer"

"Deposit"

"Final Fee"

"Job"

"Model Cancellation Form"

"Order"

These Terms and Conditions apply to the provision of roofing services by <<Insert Company or Trader>> ("We") to customers who require roofing services to be provided at your property. Please read them carefully and ensure that you understand and agree to them before you sign them. If you have any questions, please contact us.

These Terms and Conditions apply to the provision of roofing services by <<Insert Company or Trader>> ("We") to customers who require roofing services to be provided at your property. Please read them carefully and ensure that you understand and agree to them before you sign them. If you have any questions, please contact us.

In the context otherwise requires, the following expressions shall have the meanings:

You and We agree for the Roofer to complete the Job [as defined in Clause 2];

The Agreement to which You and We will enter if you accept these Terms and Conditions. The Agreement will be subject to, these Terms and Conditions. A standard form of Agreement is attached as an annex to these Terms and Conditions.

Business means any trade, craft, or profession carried out by a natural person or organisation;

Consumer means a natural person defined by the Consumer Rights Act 2015 who enters into these Terms and Conditions as a customer of the Trader who purchases goods or services for their personal use and for purposes wholly or mainly outside the purposes of any trade, business, craft, or profession;

Deposit means the sum of money which may be required to pay in advance of the start of the Job; see Clause 5;

Final Fee means the sum of money which You must pay, which will be payable on completion of the Job, as issued in accordance with Clause 6;

Job means the performance of the Roofing Work as defined in Clause 3;

Model Cancellation Form means the Model Cancellation form attached as an annex to these Terms and Conditions;

Order means the request for Us to provide the Roofing Work as defined in Clause 4;

“Products”

“Property”

“Quotation”

“Quoted Fee”

“Roofing Services”

“Roofer”

“Start Date”

“Visit”

“We/Us/Our”

“You/Your”

- 1.2 Each reference in expression, include message,] fax, or o
- 1.3 Each reference to statute or provision
- 1.4 Each reference to “ and Conditions.
- 1.5 Each reference to a Conditions.
- 1.6 The headings used and do not affect th
- 1.7 Words signifying the
- 1.8 References to any g
- 1.9 References to pe corporations.

2. Information about Us

2.1 We are a <<insert

S

A

M

P

L

E

quired for the provision of the
n We will supply (if any) as
nent;

detailed in the Order and the
e Job is to take place;

e give to You in accordance with
services We will provide to You
arge;

n the Quotation which may
e actual work undertaken as set

ices We will provide as specified

oyee who will be responsible for
Services;

d We agree on for Us to start
Services as specified in the

cheduled or otherwise, on which
roperty to provide the Roofing

includes all employees, agents,
the Trader; and

o is a customer of the Trader.

tions to “writing”, and any similar
ions whether sent by e-mail, [text

f a statute is a reference to that
ed at the relevant time.

ons” is a reference to these Terms

to a schedule to these Terms and

nditions are for convenience only
Terms and Conditions.

lude the plural and vice versa.

her gender.

text otherwise requires, include

e trader, partnership, LLP, private

S

A

Noting the Quotation, please contact the change can be accommodated, payable as a result. If we cannot do the fees or other matters are not in accordance with Clause 13 and/or 14.

M

t more than <<insert period e.g. 7
the nature of the work and any
equired to pay Us a Deposit. The
the Quoted Fee>>. We will not
full.

or retain some or all of the Deposit

P

le for the Roofing Services and for

ly the Products (and quantities of Agreement; however, if additional Final Fee to reflect this. We will um, will keep You informed at all cement.

s during the period between Your Date, We will inform You of the Fee. If You do not wish to accept e a full refund of all sums paid

clusive of VAT. If the rate of VAT
that You must pay.

completed.

period e.g. 30 calendar days>> of

t:

||>>;

114

11

✓

We may charge You interest on percentage>>% above the base rate me until payment is made in full. e due date until the actual date of

F

- 6.9 If You have promptly provided an invoice in good faith, We will not charge interest on the amount owing.

7. Roofing Services

- 7.1 We will provide the Services in accordance with the specification set out in the accepted agreement (as may be amended by agreement between us from time to time).
- 7.2 [We may provide sketches, drawings, or similar documents in advance of the Job. Any such documents are for illustrative purposes only and is not intended to provide a guarantee of the Job nor to guarantee specific results.]
- 7.3 We will use reasonable Products that the Products We use match those chosen by You. The Products, where applicable, are consistent throughout the Job. There may be slight variations to the Products. There may be slight variations to the Products between photographs, the Products themselves, or as a result of the way the Products are used. This may impact your use of the Product in the Job. [Product prices may vary due to non-availability of Products. If different Products are required, we will consult with You first, in advance of the Job. If You do not wish to accept the alternative Products, we will refund of all sums paid including, where applicable, the cost of the Job.]
- 7.4 We will ensure that the Services are performed with reasonable care and skill and to a standard which is consistent with best trade practice.
- 7.5 We will ensure that the Services comply with any relevant codes of practice that may apply from time to time.
- 7.6 We will properly deliver the Roofing Services.
- 7.7 Where a Job is to be carried out on a working day, the Roofer will, where reasonably possible, keep the Property in a clean and tidy state and minimise any disruption to You. We will store all tools and materials only in the areas where work is being carried out and remove them from the Property at the end of each working day.

8. Faulty Products

- 8.1 If any Products are faulty, or if the Services are not to the satisfaction of Us providing the Roofing Services, and You have notified Us in writing of the Product or Products that are faulty or defective, You should inform Us using the contact details in clause 3.
- 8.2 Within the first 30 days of the Job, You are entitled, at Your option, to a full refund, to keep the Product at a reduced price, or to a repair or replacement.
- 8.3 After the first 30 days of the Job, You are entitled, at Your option, to a repair or replacement of the Product or Products or, if a repair or replacement is not practicable or if the repair or replacement is unsuccessful, to a refund of the price of the Product(s). If, after 30 days, You may keep the Product(s) at a reduced price.

S

a reduced price. The defect has been caused deliberately by You, or as a result of Your failure to follow instructions given to You.

We can prove that the defect has been caused deliberately by You, or as a result of Your failure to follow instructions given to You.

- 8.4 After the first six months from the date of delivery of the Product in question, if You are the owner of the Product, You are entitled to a refund for up to six months, depending on the nature of the Product and how long it can reasonably be expected to last.

If the Product develops a fault, You must prove that the fault developed before the time We supplied it and You took reasonable steps to get it repaired or replaced, or to a partial refund, depending on the nature of the Product and how long it can reasonably be expected to last.

9. Problems with Our Services

- 9.1 If there is a problem with the Services We have provided to You, and the problem has not been provided with a satisfactory solution, You are entitled to ask Us to repeat or fix the service.

If the Services develop a fault, You must prove that the fault developed before the time We supplied it and You took reasonable steps to get it repaired or replaced, or to a partial refund, depending on the nature of the Product and how long it can reasonably be expected to last.

- 9.2 We always use reasonable care to ensure that Our provision of the Roofing Services is trouble-free. If there is a problem with the Roofing Services We request, You must contact Us as soon as is reasonably possible. We will use reasonable care to resolve problems with the Roofing Services as quickly as is reasonably possible.

If the Services develop a fault, You must prove that the fault developed before the time We supplied it and You took reasonable steps to get it repaired or replaced, or to a partial refund, depending on the nature of the Product and how long it can reasonably be expected to last.

- 9.3 We will not charge You for the costs of remedial work under this Clause 9 where the problem has been caused by incorrect or incomplete information or advice given to You by Us, where nobody is at fault. If We determine that a problem has been caused by incorrect or incomplete information or advice given to You by Us, We may charge You for the costs of remedial work.

If the Services develop a fault, You must prove that the fault developed before the time We supplied it and You took reasonable steps to get it repaired or replaced, or to a partial refund, depending on the nature of the Product and how long it can reasonably be expected to last.

- 9.4 As a consumer, You have the right to request repeat performance of the goods or services. If We do not perform the goods or services to Your satisfaction, You have the right to request repeat performance of the goods or services. If We do not perform the goods or services to Your satisfaction, You have the right to request repeat performance of the goods or services.

If the Services develop a fault, You must prove that the fault developed before the time We supplied it and You took reasonable steps to get it repaired or replaced, or to a partial refund, depending on the nature of the Product and how long it can reasonably be expected to last.

- 9.5 If We do not perform the goods or services to Your satisfaction, You have the right to request repeat performance of the goods or services. If We do not perform the goods or services to Your satisfaction, You have the right to request repeat performance of the goods or services.

If the Services develop a fault, You must prove that the fault developed before the time We supplied it and You took reasonable steps to get it repaired or replaced, or to a partial refund, depending on the nature of the Product and how long it can reasonably be expected to last.

- 9.6 If the Roofing Services We have provided to You do not meet the standards of performance that We have promised to You, or if that is not possible or done within a reasonable time, You have the right to request repeat performance of the goods or services. If We do not perform the goods or services to Your satisfaction, You have the right to request repeat performance of the goods or services.

If the Services develop a fault, You must prove that the fault developed before the time We supplied it and You took reasonable steps to get it repaired or replaced, or to a partial refund, depending on the nature of the Product and how long it can reasonably be expected to last.

- 9.7 If for any reason We do not perform the goods or services to Your satisfaction, You have the right to request repeat performance of the goods or services. If We do not perform the goods or services to Your satisfaction, You have the right to request repeat performance of the goods or services.

If the Services develop a fault, You must prove that the fault developed before the time We supplied it and You took reasonable steps to get it repaired or replaced, or to a partial refund, depending on the nature of the Product and how long it can reasonably be expected to last.

10. Your Obligations

- 10.1 If any consents, licences, permissions or approvals are needed from any third party in order for Us to provide the Services to You, You must obtain such consents, licences, permissions or approvals from any third party.

If the Services develop a fault, You must prove that the fault developed before the time We supplied it and You took reasonable steps to get it repaired or replaced, or to a partial refund, depending on the nature of the Product and how long it can reasonably be expected to last.

E

- parties such as landowners or similar, You must obtain them before We begin to work on the Property.
- 10.2 [We may ask you to provide access to the Property before We begin to work on the Property. If You do not provide access, otherwise, this is Your responsibility.] You and We specifically agree that You will not be responsible for any damage to the Property or its contents caused by the work on the Property.
- 10.3 You will ensure that the Property is accessible to the Property at the Agreed Times to provide the Roofing Work.
- 10.4 You may either give access to the Property or be present at the Property at the Agreed Times to provide the Roofing Work. We promise that all keys will be kept safely and securely.
- 10.5 If You do not provide access to the Property or make it impossible for Us to provide the Roofing Work, failing to comply with any other provision in this Clause, we reserve the right to charge You a fee of £100 per day as a good reason for this, We may terminate the agreement as a result.
- 10.6 You must ensure that the Property has access to electrical outlets and a supply of hot and cold running water.

11. Complaints and Feedback

- 11.1 We always welcome feedback from our customers and, while We always use your experience as a customer of Our services, we value your feedback. Your experience as a customer of Ours is a positive one. We want to hear from You if You have any cause for complaint.
- 11.2 All complaints are handled in accordance with Our complaints handling policy and procedure, available on Our website.
- 11.3 If You wish to complain, please contact Us in one of the following ways:
- 11.3.1 [In writing, to the address above, stating your name and/or position and/or department>]
- 11.3.2 [By email, to the email address above, stating your name and/or position and/or department>]
- 11.3.3 [Using Our complaints form, available on Our website, stating the instructions included with the form;]
- 11.3.4 [By telephone, to the number above, stating the number>> [and choosing option <<insert number>>]]

12. Changing the Start Date

- 12.1 If You ask Us to change the Start Date, we will, where possible, agree a revised Start Date with You.
- 12.1.1 We will, where possible, agree a revised Start Date with You.
- 12.1.2 If it is not possible to agree a revised Start Date either You or We may terminate the agreement (see Clause 15).
- 12.2 If We ask You to change the Start Date, we may either:
- 12.2.1 agree a revised Start Date with You.
- 12.2.2 terminate the agreement (see Clause 15).

13. Cancellation of Contract

13.1 Where the Agreement gives You a right to a “cooling off” period, You and Us is formed.

13.1.1 in relation to the Products, at the end of 14 calendar days after the date on which the Products are delivered in full to You, that you receive the Products.

13.1.2 in relation to the Services, at the end of 14 calendar days after the date on which the Services are completed.

13.2 If You wish to cancel the Agreement, You should inform Us immediately by email to the postal address or email address specified in these Terms and Conditions. You do not have to.

13.3 To meet the cancellation period, communication corresponding to the cancellation period must be received by Us.

13.4 If You exercise this right, You will receive a full refund of any amount paid to the Us in the Deposit, where applicable.

13.5 We will refund money to You by the same method used to make the payment, unless You have expressly agreed otherwise. In any case, You will not incur any fees as a result of cancellation.

13.6 We will process the refund without undue delay and, in any case, within 14 calendar days on which We are notified of the cancellation.

13.7 If You exercise the right to cancel, You must return the Products to Us:

13.7.1 We will issue a refund of any event not related to the Products (at the time of delivery of the Products to You).

13.7.2 You must return the Products within 14 calendar days of the day on which You are notified of the cancellation and return them;

13.7.3 We may make a refund for loss in value of any Products supplied to You as a result of unnecessary handling by You;

13.7.4 Please also note that if the Products become inseparably mixed with other Products, they cannot be returned.

13.8 If the Start Date falls within the 14 calendar day cooling off period, You must make an express request for provision of the Products as a normal part of the ordering process. By making such a request, You acknowledge and agree to the following:

13.8.1 If the Job is completed, You will lose the right to cancel.

Period

“cooling off” period, You have a statutory right to cancel. This period begins once the contract between You and Us is formed.

at the end of 14 calendar days after the date on which the Products are delivered. If the Products are delivered in full to You, the 14 calendar day period begins on the day on which you receive the Products.

at the end of 14 calendar days after the date on which the Services are completed.

the cooling off period, You should inform Us immediately (e.g. a letter sent by post, fax, or email) to the postal address or email address specified in these Terms and Conditions. Model Cancellation Form, but You do not have to.

sufficient for You to send Your communication corresponding to the right to cancel before the end of the cooling off period.

receive a full refund of any amount paid to the Us in the Deposit, where applicable (including, but not limited to, the cost of the Deposit).

method used to make the payment, unless You have expressly agreed otherwise. In any case, You will not incur any fees as a result of cancellation.

a result of a cancellation without undue delay and, in any case, within 14 calendar days after the date on which We are notified of the cancellation.

to Products:

normal refund period>> and in any case, within 14 calendar days after We receive the relevant communication. Delivery charges if You send the Products to Us.

within 14 calendar days of the day on which You are notified of the cancellation and return them;

the refund for loss in value of any Products supplied to You as a result of unnecessary handling by You;

it become inseparably mixed with other Products, they cannot be returned.

period, You must make an express request for provision of the Products as a normal part of the ordering process. By making such a request, You acknowledge and agree to the following:

14 calendar day cooling off period, You will lose the right to cancel if the Job is completed;

- 13.8.2 If You cancel the Agreement after the provision of the Roofing Services has begun You will pay Us for the Roofing Services and any Products that We have supplied up until the point at which You inform Us of Your cancellation;
- 13.8.3 The amount of the refund will be in proportion to the full price of the Roofing Services already provided. The Deposit paid for the Roofing Services will be refunded, subject to the following conditions:
- 13.8.4 We will process the refund within the period <<insert normal refund period>> and no more than 14 calendar days after You inform Us of Your cancellation;
- 13.9 Clause 14 applies to the Agreement after the 14 calendar day cooling off period has expired.

14. Cancellation Outside of the Cooling Off Period

- 14.1 In addition to Your right to cancel the Agreement following the cooling off period, the following applies to the Agreement after the cooling off period and before the 14 calendar day cooling off period has expired:
- 14.1.1 If You cancel the Agreement after the cooling off period has expired (or <<insert normal refund period>> before the cooling off period has expired) and more than <<e.g. 7 calendar days>> before the cooling off period has expired, We will refund the Deposit, if applicable, and any other sums paid by You as soon as is reasonably possible, and in any event within 14 calendar days of cancellation.
- 14.1.2 If You cancel the Agreement after the cooling off period has expired (or <<insert normal refund period>> before the cooling off period has expired) and less than <<e.g. 7 calendar days>> before the cooling off period has expired, We will retain from the Deposit, if applicable, an amount representing the financial loss that We suffer due to the cancellation. The balance of the Deposit to You as soon as is reasonably possible, and in any event within 14 calendar days of cancellation. If the financial loss is more than the amount of the Deposit (or any sums paid by You as been paid), We will invoice You for the shortfall and You will be required to make payment in accordance with the terms of the Agreement.
- 14.2 We may need to terminate the Agreement before the Start Date due to the unavailability of roofers, or due to the occurrence of an event outside of our control. If such cancellation is necessary, We will inform You as soon as is reasonably possible. We will refund the Deposit, if applicable, and any other sums paid as soon as is reasonably possible, and in any event within 14 calendar days of termination.

15. Termination

- 15.1 You may terminate the Agreement with immediate effect at any time by giving Us written notice if:
- 15.1.1 We have breached the Agreement in any material way and have failed to remedy the breach within the period <<insert normal refund period>> of You asking Us in writing to do so;
- 15.1.2 We enter into liquidation or appoint an administrator or receiver appointed by a court.

agree a revised Start Date or You
er Clause 12;

g Services due to an event outside

mediate effect by giving You written

as required under Clause 6 (this interest on overdue sums under

in any material way and have failed
 ert period>> of Us asking You in

agree a revised Start Date under

Access to the Property or otherwise provide the Roofing Services, and You to re-arrange the Roofing

the Roofing Services for more than
event outside of Our control (see

breach of the Agreement will be trivial in its consequences to the contract. If a breach is material, no regard will be given to any accident, mishap, mistake or

© 2006 The Authors
Journal compilation © 2006 Blackwell Publishing Ltd

(including, but not limited to, the Roofing Services We have not yet provided to You as soon as is reasonably practicable within ten (10) calendar days of the termination of such a refund (or charge) to You of the costs We will incur as a result of terminating it under sub-Clauses

that You have not yet paid for, the refund due to You or, if no refund sums and You will be required to cause 6.

© 2006 The Authors
Journal compilation © 2006 Blackwell Publishing Ltd

n:

y or by their nature, relate to the
n of the Agreement will remain in

16.1.2 Termination
remedy which
the Agreement

ce any right to damages or other
y have in respect of any breach of
re the date of termination.

17. Events Outside of Our Control

17.1 We will not be liable
under these Terms
cause that is beyond
not limited to: power
or other industrial
explosion, flood,
(threatened or actual
preparations for war
that is beyond Our control

lay in performing Our obligations
e failure or delay results from any
ol. Such causes include, but are
provider failure, strikes, lock-outs
riots and other civil unrest, fire,
subsidence, acts of terrorism
, undeclared, threatened, actual or
atural disaster, or any other event

17.2 If any event described
affect Our performance
Conditions:

7 occurs that is likely to adversely
igations under these Terms and

17.2.1 We will inform

sonably possible;

17.2.2 Our obligations
limits that We

it will be suspended and any time
tended accordingly;

17.2.3 We will inform
provide details
Services as

outside of Our control is over and
times or availability of Roofing

17.2.4 You or We may

nent (see Clause 15).

18. Liability

18.1 We will be responsible
suffer as a result of
of Our negligence
consequence of the
Us when the Agreement
loss or damage that

e loss or damage that You may
rms and Conditions or as a result
foreseeable if it is an obvious
r if it is contemplated by You and
We will not be responsible for any

18.2 We will maintain
insurance.

urance including public liability

18.3 We provide Roofing
make no warranty
commercial, business
to You for any loss
any loss of business

c and private purposes only. We
the Roofing Services are fit for
of any kind. We will not be liable
ss, interruption to business or for

18.4 If We cause any damage
no additional cost to
damage in or to Your
Roofing Services.

We will make good that damage at
nsible for any pre-existing faults or
may discover while providing the

18.5 We are not liable for
failure to follow any

You suffer which results from Your
given by Us or the Roofer.

18.6 Nothing in these Terms
Our liability for death

ntended to or will limit or exclude
sed by Our negligence or for fraud

- or fraudulent misrep
- 18.7 Nothing in these Terms is intended to or will limit Your legal rights as a Consumer under protection legislation. For more details of Your legal rights, see Your local Citizens Advice Bureau or Trading Standards Council.
- 19. How We Use Your Personal Information**
- We will only use Your personal information in accordance with Our <<insert document name, e.g. Privacy Notice>> available at <<insert URL>>.
- 20. Other Important Terms**
- 20.1 We may from time to time amend Our Terms and Conditions without giving You notice, but We will endeavour to inform You as soon as is reasonably possible.
- 20.2 We may transfer (assign) Our rights under the Agreement to a third party (this may occur if We sell Our business). If this occurs We will inform You and Your rights under the Agreement will not be affected and Our obligations under the Agreement will be transferred to the third party who will replace Us.
- 20.3 You may not transfer Your obligations and rights under the Agreement without Our prior written permission (such permission not to be unreasonably withheld).
- 20.4 The Agreement is binding on Us and You. It is not intended to benefit any other person or third party and no person or party will be entitled to enforce any provision of the Agreement.
- 20.5 If any provision of the Agreement or these Terms and Conditions is held by any competent authority to be unenforceable in whole or in part the validity of the other provisions of the Agreement or these Terms and Conditions and the enforceability of the Agreement in question will not be affected.
- 20.6 No failure or delay by Us in exercising any rights under the Agreement means that We or You have waived those rights, and no waiver by Us or You of a breach of any provision of the Agreement means that We or You will waive any subsequent breach of that or any other provision.
- 21. Regulations and Information**
- 21.1 We are required by certain regulations (Information, Cancellation and Additional Charges Regulations) to ensure that certain information is given or made available to You before We make Our contract with You (i.e. before We issue Our Quotation and the Agreement has been signed) except where the information is already apparent from the context of the transaction or the information itself either in the Quotation or the Agreement. We will make it available to You before the Agreement is made or, if not, before You accept the Quotation. All of that information will, as required by the regulations, be part of the terms of Our contract with You as set out in Clause 21.1; and
- 21.2 As required by the Regulations:
- 21.2.1 all of the information set out in Clause 21.1; and

21.2.2 any other i
Services, or
when decidi
when making
will be a part of the

give to You about the Roofing
less which you take into account
tion and sign the Agreement, or
ut the Roofing Services,
h You as a Consumer.

22. Law and Jurisdiction

- 22.1 These Terms and
you and Us (whet
construed in accord
[Scotland].
- 22.2 As a consumer, yo
your country of res
reduces your rights
- 22.3 Any dispute, contro
to these Terms and
you and Us (whe
jurisdiction of the c
determined by your

ent, and the relationship between
wise) shall be governed by, and
England & Wales] [Northern Ireland]

mandatory provisions of the law in
Clause 22.1 above takes away or
those provisions.

claim between you and Us relating
ment, or the relationship between
erwise) shall be subject to the
Scotland, or Northern Ireland, as

S

A

M

P

L

E

S

A

M

P

L

E

THIS AGREEMENT is made this _____ day of _____

BETWEEN:

- (1) <<Name of Trader>> [a company registered in <<Country of Registration>> under number <<Company Registration Number>> whose registered office is at] **OR** [of <<insert Address>> ("the Trader")]
- (2) <<Name of Customer>> of <<insert Address>> ("the Customer")

BACKGROUND:

- (1) The Trader provides roofing services to clients and has reasonable skill, knowledge, and expertise in the provision of such services.
- (2) The Customer wishes to engage the Trader to provide the services specified below ("the Roofing Services").
- (3) The Trader agrees to provide the Roofing Services to the Customer, subject to the attached Terms and Conditions of Sale and the Customer's Agreement.

IT IS AGREED as follows:

1. The Agreement

- 1.1 This Agreement incorporates the Terms and Conditions.
- 1.2 In this Agreement, the words "we", "us" and "our" have the same meaning as they have in the Terms and Conditions.
- 1.3 A legally binding contract between Us and You will be created when You and We sign this Agreement.
- 1.4 We confirm and You acknowledge that we have given or made available to You the following information, where such information is already available to You:
- 1.4.1 The main characteristics of the Roofing Services;
- 1.4.2 Our identity and contact details;
- 1.4.3 The total price of the Roofing Services including taxes or, if applicable, the Price can be calculated in advance, the manner in which it will be calculated;
- 1.4.4 The arrangements for the performance, and the time by which we will perform the Roofing Services;
- 1.4.5 Our complaint handling procedure.

S

A

M

P

L

E

1.4.6 The duration of the Agreement shall be as applicable, or if this Agreement is of indefinite duration, it shall be extended automatically, the conditions for extension shall be as follows:

1.5 As required by the applicable law, We shall provide You with the following information (Information, Cancellation and Additional Charges):

1.5.1 all of the information required by the applicable law, use 1.4; and

1.5.2 any other information that We may give to You about the Roofing Services or the Roofing Services to be taken into account when entering into this Agreement or any other decision about the Roofing Services with Us as a Consumer.

2. The Roofing Services

2.1 We will:

2.1.1 begin to provide the Roofing Services on the Start Date of <<insert date>>;

2.1.2 aim to complete the Roofing Services by the End Date of <<insert date>>;

2.1.3 provide the Roofing Services within the Agreed Times of <<insert times>> or such other times as We may agree in writing;

2.1.4 provide the Roofing Services at the Property located at <<insert address>>;

2.1.5 perform the Roofing Services in accordance with the specification referred to in the Quotation.

2.2 The specification of the Roofing Services is [as follows: <<insert full description of service>>] [attached].

2.3 The Products we supply for the Roofing Services are [as follows: <<insert full description of products to be supplied>>] [attached specification].

2.4 You and We may agree to vary the specification from time to time.

3. Fees and Payment

3.1 You will pay the Cost of the Roofing Services (sum>> for the Roofing Services (subject to changes in the Quotation and Conditions). This sum may be broken down as follows:

3.1.1 <<insert a breakdown of the sum>> variable>>.

3.2 <<Insert full details of the payment (method and timing) as detailed in the Quotation>>.

4. Waiver of Cooling Off Period

4.1 By signing this Agreement, You waive the right to commence provision of the Roofing Services in the 14 calendar day cooling off period referred to in the Terms and Conditions to expire.

4.2 You acknowledge that You will be liable to pay Us for the Roofing Services up until the point at which You inform Us of Your decision to cancel, as set out in Clause 13 of the Terms and Conditions.

4.3 You acknowledge that you have read and understood the Terms and Conditions of the Roofing Services and agree to cancel if the Roofing Services are not fully performed within the specified cooling off period.

SIGNED for and on behalf of the T
<<Name and Title of person signing>>

Authorised Signature

Date: _____

SIGNED by the Customer:

Signature

Date: _____

S
A
M
P
L
E

MODIFIED FORM

To: <<trader to insert trader's name and email address>>

and, where available, fax number

I/We (delete as appropriate) hereby
my/our (delete as appropriate) contract

(delete as appropriate) cancel
dated << >>.

Name of consumer(s): << >>

Address of consumer(s): << >>

Signature of consumer(s): << >>

Date:

S

A

M

P

L

E