

Consumer Terms and Conditions

Please read the following important terms and conditions before you make an order with us and check that they contain everything which you want and nothing you do not agree to. These terms and conditions are intended to give clear information about your rights, as well as our terms and conditions of business. If you are uncertain as to your rights under these terms and conditions or you want any explanation about them please contact us on our details set out below.

Summary of some of your key rights:

The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 say that in most cases, you can cancel the contract within 14 days. If you agree for us to supply and install the goods to you within this time, you may be charged for any part of the goods and services we have actually supplied.

Faulty Goods

The Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of any goods we supply, you are entitled to the following:

- up to 30 days: if the goods are faulty, you can get a refund
- up to six months: if the goods cannot be repaired or replaced, then you are entitled to a price reduction or a refund of the price paid
- up to six years: if the goods do not last a reasonable length of time you may be entitled to some money back

Faulty Services (e.g. installation)

The Consumer Rights Act 2015 says:

- you can ask us to repeat or fix a service if it is not carried out with reasonable care and skill, or get some money back if we cannot fix it
- if you have not agreed a price upfront, what you are asked to pay must be reasonable
- if you have not agreed a time upfront, it must be carried out within a reasonable time

The information in this box summarises your key rights. It is not intended to replace the terms and conditions below which you should read carefully. **For detailed information from Citizens Advice please visit www.adviceguide.org.uk or call 03454 04 05 06.**

Our terms

1. These terms

- 1.1 **What these terms cover.** These are the terms and conditions on which we supply products to you, whether these are goods or services.
- 1.2 **Why you should read them.** Please read these terms carefully before you submit your order to us. These terms tell you who we are, how we will provide goods and/or services to you, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these terms, please contact us to discuss.
- 1.3 **What certain terms mean.** In these terms:
- (a) **contract** means the legally-binding contract between you and us for the supply of goods and/or services incorporating these terms and conditions which shall be formed in accordance with clause 3.2;
 - (b) **goods** means the goods set out in the Order Acknowledgment Email which we shall supply to you;
 - (c) **Order Acknowledgment Email** has the meaning set out in clause 3.2(b);
 - (d) **services** means the installation of the goods and/or other services as set out in the Order Acknowledgment Email which we shall supply to you.

2. Information about us and how to contact us

- 2.1 **Who we are.** We are Cirencester Stone, part of the Stone Age Group, a company registered in England and Wales. Stone Age's company registration number is 04401722 and the registered office is at Unit 10 Boxted Farm, Berkhamsted Road, Hemel Hempstead, England, HP1 2SG. The registered VAT number is 794 366679.
- 2.2 **How to contact us.** You can contact us by telephoning us on 0117 970 6880 or by writing to us at info@cirencesterstone.co.uk and/or Cirencester Stone, 14 Waterloo Street, Clifton, Bristol BS8 4BT.
- 2.3 **How we may contact you.** If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order.
- 2.4 **"Writing" includes emails.** When we use the words "writing" or "written" in these terms, this includes emails.

3. **Our contract with you**

3.1 **Estimate/Quotation.** Any estimate/quotation given by us before you make an order for the goods and/or services is not a binding offer by us to supply such goods and/or services. All estimates/quotations will be valid for 30 days from the date of the estimate/quotation. If you wish to purchase the goods and/or services listed in the final estimate/quotation we give to you, you will need to send us a signed copy of the Order Acknowledgement Form. When you send us the signed final Order Acknowledgement Form, this is when you offer to buy the goods and/or services from us.

3.2 **How we will accept your order.** Our acceptance of your order will take place when:

(a) we receive your advance payment of the price or the deposit and signed Order Acknowledgment Form; and

(b) we email you to accept it ("**Order Acknowledgment Email**");

at which point a contract will come into existence between you and us.

3.3 **If we cannot accept your order.** If we are unable to accept your order, we will inform you of this and will not charge you for the goods and/or services. This might be because the goods are out of stock, because of unexpected limits on our resources which we could not reasonably plan for, because we have identified an error in the price or description of the goods, because the costs of raw materials has increased or because we are unable to meet a delivery deadline you have specified.

3.4 **Your order number.** We will assign an order number to your order and tell you what it is in the Order Acknowledgment Email. It will help us if you can tell us the order number whenever you contact us about your order.

4. **Our goods**

4.1 **Goods may vary slightly from their pictures.** The images of the goods on our website or in our brochure are for illustrative purposes only. Although we have made every effort to display the colours accurately, we cannot guarantee that a device's display of the colours or a picture in our brochure accurately reflects the colour of the goods. Your goods may vary from those images, although we have made every effort to be as accurate as possible.

4.2 **Samples.** The goods you choose to purchase may be based from a sample we supply to you. Any samples we provide are for illustrative purposes only. You understand that all goods may vary slightly in colour, pattern, grain, finish or texture.

4.3 **Goods packaging may vary.** The packaging of the goods may vary from that shown in images.

4.4 **Making sure your measurements are accurate.** If we are making the goods to measurements you have given us, **you are responsible** for ensuring that these measurements are correct. You can find information and tips on how to measure by contacting us.

5. **Your rights to make changes**

5.1 If you wish to make a change to the goods you have ordered please contact us. We will let you know if the change is possible. If it is possible we will let you know about any changes to the price of the goods, the timing of supply or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change. If we cannot make the change or the consequences of making the change are unacceptable to you, you may want to end the contract (see clause 10, *Your rights to end the contract*).

6. **Our rights to make changes**

6.1 **Minor changes to the goods.** We may change the goods:

- (a) to reflect changes in relevant laws and regulatory requirements; and
- (b) to implement minor technical adjustments and improvements. These changes will not affect your use of the goods.

7. **Providing the goods**

7.1 **Delivery costs.** The costs of delivery will be as set out in the Order Acknowledgment Email.

7.2 **When we will provide the goods and/or services.** During the order process we will let you know when we will provide the goods and/or services to you.

- (a) **If the products are goods.** If the products are goods we will contact you to agree an estimated delivery date once the goods have reached our warehouse.
- (b) **If the products are one-off services.** We will begin the services on the date set out in the Order Acknowledgment Email. We will agree with you an estimated completion date and confirm this in writing.

7.3 **We are not responsible for delays outside our control.** If our supply of the goods and/or services are delayed by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any goods and/or services you have paid for but not received. Examples of events which might be beyond our reasonable control include:

- (a) you change the goods and/or services and this means we have to order extra goods or carry out extra work;
- (b) we have to wait for your other providers to complete their work before we are able to carry out the services;
- (c) goods are not delivered at the time agreed with our supplier of the goods and we cannot obtain a replacement within a reasonable time or the price charged by a supplier is much higher than the original charge;
- (d) we cannot access the area or the facilities requested at the times we agreed with you;
- (e) you have not prepared the area in the way we agreed with you;
- (f) if it is unsafe for us to carry out the services; or
- (g) poor weather conditions.

7.4 **Collection by you.** If you have asked to collect the goods from our premises, you can collect them from us at a time and on a date agreed with us in advance. You will be responsible for making arrangements for labourers to assist you with collecting the goods and transferring it from our warehouse into your vehicle.

7.5 **We may agree with you to deliver the goods in instalments.** We may deliver the goods by instalments but only if you agree to this prior to delivery.

7.6 **If you are not at home when the goods are delivered.** If no one is available at your address to take delivery, we will leave you a note informing you of how to rearrange delivery or collect the goods from us and we may charge you for storage costs or any re-delivery costs.

7.7 **If you do not rearrange delivery.** If you do not collect the goods from us as arranged or if, after a failed delivery to you, you do not re-arrange delivery or collect them from us we will contact you for further instructions and may charge you for storage costs and any further delivery costs. If, despite our reasonable efforts, we are unable to contact you or re-arrange delivery or collection we may end the contract and clause 12.2 will apply.

7.8 **If you do not allow us access to provide services.** If you do not allow us access to your property to perform the services as arranged (and you do not have a good reason for this) we may charge you additional costs incurred by us as a result. If, despite our reasonable efforts, we are unable to contact you or re-arrange access to your property we may end the contract and clause 12.2 will apply.

7.9 **Your legal rights if we deliver goods late.** You have legal rights if we deliver any goods late. If we miss the estimated delivery deadline for any goods then you may treat

the contract as at an end straight away unless our delay or failure to deliver the goods is for reasons outside of our control.

- 7.10 **When you become responsible for the goods.** The goods will be your responsibility from the time we deliver the goods to the address you gave us, or you collect it from us.
- 7.11 **When you own goods.** You own the goods once we have received payment in full.
- 7.12 **What will happen if you do not give required information to us.** We may need certain information from you so that we can supply the goods and/or services to you, for example, the type of goods and the thickness required, measurements of the area where the goods will be installed in square metres and quantity of goods required. If so, this will have been told to you over the telephone or in the course of email exchanges. We will contact you to ask for this information. If you do not give us this information within a reasonable time of us asking for it, or if you give us incomplete or incorrect information, we may either end the contract (and clause 12.2 will apply) or make an additional charge of a reasonable sum to compensate us for any extra work that is required as a result. We will not be responsible for supplying the goods and/or services late or not supplying any part of them if this is caused by you not giving us the information we need within a reasonable time of us asking for it.
- 7.13 **Reasons we may suspend the supply of goods and/or services to you.** We may have to suspend the supply of goods and/or our services:
- (a) to update the goods to reflect changes in relevant laws and regulatory requirements;
 - (b) to make changes to the goods as requested by you or notified by us to you (see clause 6);
 - (c) in any of the circumstances set out in clauses 7.3(a) to 7.3(g) above; or
 - (d) if you fail to comply with any of your obligations in clause 9 below.
- 7.14 **Your rights if we suspend the supply of goods and/or services.** We will contact you in advance to tell you we will be suspending supply of the goods and/or services, unless the problem is urgent or an emergency. If we have to suspend the goods and/or services for longer than 8 weeks we will adjust the price so that you do not pay for goods and/or services while they are suspended. You may contact us to end the contract for goods and/or services if we suspend it, or tell you we are going to suspend it, in each case for a period of more than 8 weeks and we will refund any sums you have paid in advance for the goods and/or services in respect of the period after you end the contract.
8. **We may also suspend supply of the goods and/or services if you do not pay.** If you do not pay us for the goods and/or services when you are supposed to (see clause 14.4) and you still do not make payment within 7 days of us reminding you that payment is

due, we may suspend supply of the goods and/or services until you have paid us the outstanding amounts. We will contact you to tell you we are suspending supply of the goods and/or services. We will not suspend the goods and/or services where you dispute the unpaid invoice (see clause 14.7). We will not charge you for the goods and/or services during the period for which they are suspended. As well as suspending the goods and/or services we can also charge you interest on your overdue payments (see clause 14.6).

9. Your obligations

- 9.1 You shall ensure that we can access your property and the area where we shall provide the services at the times we agreed to enable us to carry out the services.
- 9.2 You must provide us with 48 hours' notice if we are unable to provide the services on a particular day or at a particular time.
- 9.3 You must ensure that the area is prepared in accordance with our pre installation documentation and in any other manner we may specify to you.
- 9.4 It is your responsibility to ensure that you have obtained any consents, licenses or other permissions from any third parties such as landlords, planning authorities etc before we provide the services.

10. Your rights to end the contract

- 10.1 **You can always end your contract with us.** Your rights when you end the contract will depend on what you have bought, whether there is anything wrong with it, how we are performing and when you decide to end the contract:
 - (a) **If what you have bought is faulty or misdescribed you may have a legal right to end the contract** (or to get the goods repaired or replaced or a service re-performed or to get some or all of your money back), see clause 13;
 - (b) **If you want to end the contract because of something we have done or have told you we are going to do**, see clause 10.2;
 - (c) **If you have just changed your mind about the goods and/or services**, see clause 10.3. You may be able to get a refund if you are within the cooling-off period, but this may be subject to deductions and you will have to pay the costs of return of any goods;
 - (d) **In all other cases (if we are not at fault and there is no right to change your mind)**, see clause 10.4.
- 10.2 **Ending the contract because of something we have done or are going to do.** If you are ending a contract for a reason set out at 10.2(a) to (d) below the contract will end immediately and we will refund you in full for any goods and/or services which have not been provided and you may also be entitled to compensation. The reasons are:

- (a) we have told you about an upcoming change to the goods and/or services or these terms which you do not agree to;
- (b) we have told you about an error in the price or description of the goods and/or services you have ordered and you do not wish to proceed;
- (c) there is a risk that supply of the goods and/or services may be significantly delayed because of events outside our control;
- (d) you have a legal right to end the contract because of something we have done wrong.

10.3 **Exercising your right to change your mind (Consumer Contracts Regulations 2013).** For most goods and/or services bought over the telephone or by exchange of emails, you have a legal right to change your mind within 14 days and receive a refund. These rights, under the Consumer Contracts Regulations 2013, are explained in more detail in these terms.

10.4 **When you don't have the right to change your mind.** You do not have a right to change your mind:

- (a) in respect of services, once these have been completed, even if the cancellation period is still running;
- (b) in respect of any goods which become mixed inseparably with other items after their delivery;
- (c) if we conclude the contract (i.e. when you sign the Order Acknowledgement Form and pay the price/deposit) at our premises or showroom.

10.5 **How long do I have to change my mind?** How long you have depends on what you have ordered and how it is delivered.

- (a) **If you have bought services (for example, installation of the goods).** You have 14 days after the day we email you the Order Acknowledgment Email. However, once we have completed the services you cannot change your mind, even if the period is still running. If you cancel after we have started the services, you must pay us for the services provided up until the time you tell us that you have changed your mind.
- (b) **If you have bought goods.** You have 14 days after the day you (or someone you nominate) receives the goods, unless your goods are split into several deliveries over different days. In this case you have until 14 days after the day you (or someone you nominate) receives the last delivery to change your mind about the goods.

10.6 **Ending the contract where we are not at fault and there is no right to change your mind.** Even if we are not at fault and you do not have a right to change your mind, you

can still end the contract before it is completed, but you may have to pay us compensation. A contract for goods is completed when the goods are delivered and paid for. A contract for services is completed when we have finished providing the services and you have paid for them. If you want to end a contract before it is completed where we are not at fault and you have not changed your mind, just contact us to let us know. The contract will end immediately and we will refund any sums paid by you for goods and/or services not provided but we may deduct from that refund (or, if you have not made an advance payment, charge you) reasonable compensation for the net costs we will incur as a result of your ending the contract.

11. How to end the contract with us (including if you have changed your mind)

11.1 Tell us you want to end the contract. To end the contract with us, please let us know by doing one of the following:

- (a) **Phone or email.** Call us on 0117 970 6880 or email your sales contact. Please provide details of what you bought, when you ordered or received it and your name and address.
- (b) **By post.** Complete the form attached to these terms and post it to us at the address on the form. Or simply write to your sales contact including details of what you bought, when you ordered or received it and your name and address.

11.2 Returning goods after ending the contract. If you end the contract for any reason after goods have been dispatched to you or you have received them, you must return them to us. You must either return the goods in person to where you collected them from or allow us to collect them from you. Please call us on 0117 970 6880 or email your sales contact to either arrange the return or collection. If you are exercising your right to change your mind, you must return the goods within 14 days of telling us you wish to end the contract.

11.3 When we will pay the costs of return. We will pay the costs of return:

- (a) if the goods are faulty or misdescribed; or
- (b) if you are ending the contract because we have told you of an upcoming change to the goods and/or services or these terms, an error in pricing or description, a delay in delivery due to events outside our control or because you have a legal right to do so as a result of something we have done wrong;

In all other circumstances (including where you are exercising your right to change your mind) you must pay the costs of return.

11.4 What we charge for collection. If you are responsible for the costs of return and we are collecting the goods from you, we will charge you the direct cost to us of collection. The costs of collection will be told to you in the course of email exchanges.

11.5 **How we will refund you.** We will refund you the price you paid for the goods and/or services including delivery costs, by the method you used for payment. However, we may make deductions from the price, as described below.

11.6 **Deductions from refunds if you are exercising your right to change your mind.** If you are exercising your right to change your mind:

- (a) We may reduce your refund of the price (excluding delivery costs) to reflect any reduction in the value of the goods, if this has been caused by your handling them in a way which we have advised against or if the goods are damaged. If we refund you the price paid before we are able to inspect the goods and later discover you have handled them in an unacceptable way, you must pay us an appropriate amount.
- (b) The maximum refund for delivery costs will be the costs of delivery by the least expensive delivery method we offer. For example, if we offer delivery of goods within 3-5 days at one cost but you choose to have the goods delivered within 24 hours at a higher cost, then we will only refund what you would have paid for the cheaper delivery option.
- (c) Where the product is a service, we may deduct from any refund an amount for the supply of the service for the period for which it was supplied, ending with the time when you told us you had changed your mind. The amount will be in proportion to what has been supplied, in comparison with the full coverage of the contract.

11.7 **When your refund will be made.** We will make any refunds due to you as soon as possible. If you are exercising your right to change your mind then:

- (a) If the products are goods and we have not offered to collect them, your refund will be made within 14 days from the day on which we receive the goods back from you or, if earlier, the day on which you provide us with evidence that you have sent the goods back to us. For information about how to return a goods to us, see clause 11.2.
- (b) In all other cases, your refund will be made within 14 days of your telling us you have changed your mind.

12. **Our rights to end the contract**

12.1 **We may end the contract if you break it.** We may end the contract at any time by writing to you if:

- (a) you do not make any payment to us when it is due and you still do not make payment within 7 days of us reminding you that payment is due;

- (b) you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the goods and/or services, for example, the information set out in clause 7.12;
- (c) you do not, within a reasonable time, allow us to deliver the goods to you or collect them from us; or
- (d) you do not, within a reasonable time, allow us access to your premises to supply the services.

12.2 **You must compensate us if you break the contract.** If we end the contract in the situations set out in clause 12.1 we will refund any money you have paid in advance for goods and/or services we have not provided but we may deduct or charge you reasonable compensation for the net costs we will incur as a result of your breaking the contract.

12.3 **We may withdraw the goods.** We may write to you to let you know that we are going to stop providing the goods. We will let you know at as soon as is reasonably possible before we stop the supply of the goods and will refund any sums you have paid in advance for goods which will not be provided.

13. If there is a problem with the goods

13.1 **How to tell us about problems.** If you have any questions or complaints about the goods and/or services, please contact us as soon as possible. You can telephone us on 0117 970 6880 or write to/email your sales contact. You must inspect the goods carefully before you arrange for them to be installed and notify us of any problems as soon as possible and in any event, before you install them.

13.2 **Summary of your legal rights.** We are under a legal duty to supply goods and services that are in conformity with this contract. See the box at the beginning of these terms for a summary of your key legal rights in relation to the goods and services. Nothing in these terms will affect your legal rights.

13.3 **Your obligation to return rejected goods and/or services.** If you wish to exercise your legal rights to reject goods and/or services you must either return them in person to where you bought them or allow us to collect them from you. We will pay the costs of postage or collection. Please call us on 0117 970 6880 or email or write to us at info@cirencesterstone.co.uk or to your sales contact to arrange the return or collection.

14. Price and payment

14.1 **Where to find the price for the goods and/or services.** The price of the goods and/or services will be set out in the Order Acknowledgement Email. We take all reasonable care to ensure that the price of the goods and/or services advised to you is correct.

However please see clause 14.3 for what happens if we discover an error in the price of the goods and/or services you order.

- 14.2 **We will pass on changes in the rate of VAT.** The price of the goods and/or services shall exclude VAT which you are required to pay. If the rate of VAT changes between your order date and the date we supply the goods and/or services, we will adjust the rate of VAT that you pay, unless you have already paid for the goods and/or services in full before the change in the rate of VAT takes effect.
- 14.3 **What happens if we got the price wrong.** It is always possible that, despite our best efforts, some of the goods and/or services we sell may be incorrectly priced. We will normally check prices before accepting your order so that, where the goods and/or services' correct price at your order date is less than our stated price at your order date, we will charge the lower amount. If the goods and/or services' correct price at your order date is higher than the price stated to you, we will contact you for your instructions before we accept your order. If we accept and process your order where a pricing error is obvious and unmistakable and could reasonably have been recognised by you as a mispricing, we may end the contract, refund you any sums you have paid and require the return of any goods provided to you.
- 14.4 **When you must pay and how you must pay.** When you must pay depends on what product you are buying:
- (a) For **goods**, you must pay for the goods before we deliver them unless we otherwise agree with you in writing.
 - (b) For **services**, you must make an advance payment of the price of the services, before we start providing them unless we otherwise agree with you in writing.
- 14.5 If we have agreed with you in writing for you to pay any balance of the price for the goods on delivery/collection or in respect of services, after we have provided them, we will invoice you for the balance of the price due. You must pay each invoice within 7 calendar days after the date of the invoice unless otherwise agreed in writing.
- 14.6 **We can charge interest if you pay late.** If you do not make any payment to us by the due date we may charge interest to you on the overdue amount at the rate of 3% a year above the base lending rate of the Bank of England from time to time. This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You must pay us interest together with any overdue amount.
- 14.7 **What to do if you think an invoice is wrong.** If you think an invoice is wrong please contact us promptly to let us know. You will not have to pay any interest until the dispute

is resolved. Once the dispute is resolved we will charge you interest on correctly invoiced sums from the original due date.

15. Our responsibility for loss or damage suffered by you

15.1 We are responsible to you for foreseeable loss and damage caused by us. If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process.

15.2 We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the goods and/or services as summarised in the box at the beginning of these terms; and for defective goods under the Consumer Protection Act 1987.

15.3 When we are liable for damage to your property. If we are providing services in your property, we will make good any damage to your property caused by us while doing so. However, we are not responsible for the cost of repairing any pre-existing faults or damage to your property that we discover while providing the services.

15.4 We are not liable for business losses. We only supply the goods for domestic and private use. If you use the goods for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

16. How we may use your personal information

16.1 How we may use your personal information. We will only use your personal information as set out in our Privacy Policy. You can find our Privacy Policy on our website or by clicking this link: <http://cirencesterstone.co.uk/privacy-policy.html>.

17. Other important terms

17.1 We may transfer this agreement to someone else. We may transfer our rights and obligations under these terms to another organisation. We will contact you to let you know if we plan to do this. If you are unhappy with the transfer you may contact us to end the contract within 14 days of us telling you about it and we will refund you any payments you have made in advance for goods and/or services not provided.

- 17.2 **You need our consent to transfer your rights to someone else.** You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing.
- 17.3 **Nobody else has any rights under this contract (except someone you pass your guarantee on to).** This contract is between you and us. No other person shall have any rights to enforce any of its terms. Neither of us will need to get the agreement of any other person in order to end the contract or make any changes to these terms.
- 17.4 **If a court finds part of this contract illegal, the rest will continue in force.** Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 17.5 **Even if we delay in enforcing this contract, we can still enforce it later.** If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you but we continue to provide the goods and/or services, we can still require you to make the payment at a later date.
- 17.6 **Which laws apply to this contract and where you may bring legal proceedings.** These terms are governed by English law and you can bring legal proceedings in respect of the goods and services in the English courts. If you live in Scotland you can bring legal proceedings in respect of the goods and services in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in respect of the goods and services in either the Northern Irish or the English courts.
- 17.7 **Alternative dispute resolution.** We will try and resolve any dispute with you quickly and efficiently. If you are unhappy with the goods and/or services, our service to you generally or any other matter, please contact us as soon as possible. If you and we cannot resolve a dispute using our internal complaint handling procedure, we will let you know that we cannot settle the dispute with you, and will attempt to resolve the dispute with you through an agreed alternative dispute resolution procedure.

Schedule 1 Model Cancellation Form

(Complete and return this form only if you wish to withdraw from the contract)

To Cirencester Stone, 14 Waterloo Street, Clifton, Bristol BS8 4BT, Telephone Number: 0117 970 6880, Email address: info@cirencesterstone.co.uk.

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

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