

Thompson's Gas and Heating Limited terms and conditions

1 These terms and conditions

1.1 What these terms cover. These are the terms and conditions on which we supply products and services to you.

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 products 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 or require any changes, please contact us to discuss. **You are referred to Clause 8.3 in relation to the right to change your mind within a certain period of time.**

1.3 References to:

Products means any products we supply to you either as part of the services or as stand alone products under the contract as set out in our quotation;

Services means services we provide as part of the contract as set out in our quotation;

We, our and us means Thompson's Gas and Heating Limited, whose details can be found in clause 2.1;

You and your means the individual/s or business stated in the quotation and who enter into a contract with us;

Unforeseen works has the meaning set out in Clause 5.2.

2. Information about us and how to contact us

2.1 Who we are. We are Thompson's Gas and Heating Limited a company registered in England and Wales. Our company registration number is 08221019 and our registered office is at 2nd Floor Brian Royd Mill Saddleworth Road, Greetland, Halifax, West Yorkshire, HX4 8NF. Our trading address is 25 Bull Green Halifax HX1 2RZ. Our registered VAT number is [NUMBER].

2.2 How to contact us. You can contact us by telephoning us on 01422 246681 or by writing to us by email at bookings@thompsonsgas.com or by post at 25 Bull Green Halifax HX1 2RZ.

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.

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 The quotation for the products and / or services Our quotation is valid only for 30 days from the date given in the quotation. We may withdraw the quotation at any time within that 30 day period by writing to you to inform you. If you want to accept the quotation you must write to us to tell us that you want to do so and also pay the appropriate sum of money as set out in Clause 12.5..

3.2 How we will accept your order. Our acceptance of your order will take place when we write to you to accept it, 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 in writing, will not charge you and will return any money that you have paid to us (please see Clause 9.7). This might be because a product is out of stock, because we are unable to find any replacement parts that may be required, because of unexpected limits on our resources or time which we could not reasonably plan for, because we have identified an error in the price 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 when we accept your order. It will help us if you can tell us the order number whenever you contact us about your order.

4. Our products

Products may vary slightly from their pictures. The images of any products which may appear in any brochure or on our website are for illustrative purposes only. Although we have made every effort to ensure the colours are accurately represented there may be minor variations and we cannot guarantee that a device's display of the colours accurately reflects the colour of the products. Your products may vary slightly from those images.

5. Your and our right to make changes

5.1 If you wish to make a change to the product and / or services that you have ordered please contact us. We will let you know if the changes are possible. If it is possible we will let you know about any changes to the price , 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 8).

5.2 If we encounter additional work required. On occasion, we may find once we have begun to carry out the services that additional work is required, or additional products are required, for example if we find something that was not visible when we carried out an inspection and provided you with our quotation. We refer to this as unforeseen work. If this should be the case, then we will inform you and tell you what additional work and costs are involved. We will not be obliged to undertake work to any of your existing appliances or apparatus that is identified by us as being unsafe or defective whilst we are undertaking the services unless you ask us to do so. If you want to instruct us to carry out that additional work then we will require your confirmation in writing before we can do so and to confirm that you want us to carry out the work straight away. Please also see clause 10.2 below.

6. Our rights to make changes to products

6.1 Minor changes to the products. We may change any product:

- (a) to reflect changes in relevant laws and regulatory requirements; and / or
- (b) due to its availability.

In either case, the products we supply will be of the same or superior specification.

7. Providing the products and services

7.1 Delivery costs. The costs of delivery will be included in the price.

7.2 When we will deliver products alone. We will deliver them to you as soon as reasonably possible and in any event within 30 days after the day on which we accept your order. We will contact you with an estimated delivery date.

7.3 When we will carry out the services. We will begin the services on a date agreed with you during the order process. The estimated completion date for the services is as told to you during the order process.

7.4 We are not responsible for delays outside our control. If our supply of the products or services is 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 products or services you have paid for but not received.

7.5 Collection by you. If you have asked to collect the products from our premises, you can collect them from us at any time during our working hours of 9am to 5pm on weekdays (excluding public holidays) from our trading address given in Clause 2.1.

7.6 If you are not at home when a product is 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 products from us.

7.7 If you do not re-arrange delivery. If you do not collect the products 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 10.3 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 10.3 will apply.

7.9 Your legal rights if we deliver products late or do not perform services on the date/s we agree with you. You have legal rights if we deliver any products late or do not perform services on the date/s agreed. If we miss the delivery deadline for any products or services then you may treat the contract as at an end straight away if any of the following apply:

- (a) we have refused to deliver the products or undertake the services;
- (b) delivery within the delivery deadline or performance of the services by a certain date was essential (taking into account all the relevant circumstances); or
- (c) you told us before we accepted your order that delivery within the delivery deadline or performance by a certain date was essential.

7.10 Setting a new deadline for delivery. If you do not wish to treat the contract as at an end straight away, or do not have the right to do so under Clause 7.9, you can give us a new deadline for delivery or performance of the services, which must be reasonable, and you can treat the contract as at an end if we do not meet the new deadline.

7.11 Ending the contract for late delivery or performance of the services. If you do choose to treat the contract as at an end for late delivery or performance under Clause 7.9 or Clause 7.10, you can cancel your order for any of the products or the services or reject products that have been delivered. If you wish, you can reject or cancel the order for some of those products (not all of them), unless splitting them up would significantly reduce their value. After that we will refund any sums you have paid to us for the cancelled products or services. If the products have been delivered

to you, you must either return them to us or allow us to collect them from you. We will pay the cost of collection.

7.12 When you become responsible for products. A product will be your responsibility from the time we deliver the product to you or you collect it from us.

7.13 When you own products. You own a product only once we have received payment in full.

7.14 What will happen if you do not give required information to us. We may need certain information from you so that we can supply products or services to you. If so, this will have been notified to you before you placed your order or at the time that we write to you to accept your order. 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 10.3 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 products or the 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.

7.15 Reasons we may suspend the supply of products or services to you. We may have to suspend the supply of a product or services in order to:

- (a) deal with technical problems or make minor technical changes;
- (b) update a product to reflect changes in relevant laws and regulatory requirements;
- (c) make changes to a product or the nature of the services as requested by you or notified by us to you (see Clauses 5 and 6).

7.16 Your rights if we suspend the supply of products or services. We will contact you in advance to tell you we will be suspending supply of a product or service, unless the problem is urgent or an emergency. You may contact us to end the contract for a product or services if we suspend their provision, or tell you we are going to suspend them, for a period of more than [14 DAYS?] and we will refund any sums

you have paid in advance but you must pay us for any products or services we have already provided to you.

7.17 We may also suspend supply of a product or services if you do not pay. If you do not pay us when you are supposed to (see Clause 12.5) and you still do not make payment within 7 days of us reminding you that payment is due, we may suspend supply of the products or services until you have paid us the outstanding amounts. We will contact you to tell you we are suspending supply of the products or services. As well as suspending the products or services we can also charge you interest on your overdue payments (see Clause 12.7).

8. Your rights to end the contract

8.1 You can always end your contract with us. Your rights when you end the contract will depend on what you have bought from us, whether there is anything wrong with it, how we are performing the services and when you decide to end the contract:

(a) If a product is faulty or mis-described or services are not performed properly you may have a legal right to end the contract (or to get the product repaired or replaced or a service re-performed or to get some or all of your money back), see Clause 11;

(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 8.2;

(c) If you have just changed your mind, see Clause 8.3. You may be able to get a refund if you are within the cooling-off period, but this may be subject to deductions for products we have already supplied and / or services that we have already provided and you will have to pay the costs of return of any products;

(d) In all other cases (if we are not at fault and there is no right to change your mind), see Clause 8.7.

8.2 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 (a) to (e) below the contract will end immediately and we will refund you in full for any products 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 error in the price or description of a product you have ordered and you do not wish to proceed;

(b) there is a risk that supply of the products or services may be significantly delayed because of events outside our control;

(c) we have suspended supply of the products for technical reasons, or notify you we are going to suspend them for technical reasons, in each case for a period of more than 14 days; or

(d) you have a legal right to end the contract because of something we have done wrong (including because we have delivered products and / or services late (see Clause 7.11).

8.3 Exercising your right to change your mind (Consumer Contracts Regulations 2013). For most products or services ordered off-premises 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 clauses 8.4 to 8.6.

8.4 When you don't have the right to change your mind. You do not have a right to change your mind in respect of:

(a) services that we have provided to you even if the 14 day cancellation period is still running;

(b) any products which we have provided to you (which will usually be part of the services we have undertaken for you) which have become mixed with other items.

8.5 Where we provide services as an emergency or because you ask us to do so before the end of the 14 day cancellation period. We may begin the services for you straight away when we first attend at your premises or otherwise before the end of the 14 day cancellation period but we will only do so if you specifically confirm this in writing.

8.6 How long do you have to change your mind? How long you have depends on what you have ordered from us:

(a) For services, you have 14 days after the day we write to you to confirm we accept your order. However, once we have begun or 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) For products we supply to you, whether as stand alone products or as part of the services, you have 14 days after the day you (or someone you nominate) receives the products, unless:

(i) The products 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 products, and / or

(ii) The products have been incorporated into your property or mixed with other items.

8.7 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 (see Clause 8.1), you can still end the contract before it is completed, but you may have to pay us compensation. A contract for products is completed when the product is delivered and a contract for services is completed when we have finished providing the services. If you want to end a contract before it is completed where we are not at fault and you have not changed your mind, contact us to let us know. The contract will end immediately and we will refund any sums paid by you for products and / or services not provided but we may deduct from that refund (or, if you have not made an advance payment or the advance payment is not of a sufficient amount,

charge you) reasonable compensation for the net costs we will incur as a result of your ending the contract.

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

9.1 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 01422 246681 or email us at bookings@thompsonsgas.com. Please provide your name, home address, details of the order and, where available, your phone number and email address.

(b) By post. Fill in the form attached which is also available online to print off at www.thompsonsgas.com and post it to us at 25 Bull Green Halifax HX1 2RZ. Or write to us at that address, including details of what you have ordered, when you ordered or received it and your name and address.

9.2 Returning products after ending the contract. If you end the contract for any reason after products 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 our premises at 25 Bull Green Halifax HX1 2RZ or allow us to collect them from you. If you are exercising your right to change your mind you must send off the products within 14 days of telling us you wish to end the contract.

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

(a) if the products are faulty or mis-described;

(b) if you are ending the contract because we have told you of an upcoming change to the product 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; or

Please note that in all other circumstances you must pay the costs of return.

9.4 What we charge for collection. If you are responsible for the costs of return and we are collecting the product from you, we will charge you the direct cost to us of collection.

9.5 How we will refund you. We will refund you the price you paid for the products including delivery costs, by the method you used for payment. However, we may make deductions from the price, as described below.

9.6 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 products, if this has been caused by your handling them in a way which would not be permitted in a shop. If we refund you the price paid before we are able to inspect the products 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.

(c) Where we have carried out services, we may deduct from any refund an amount for the supply of the services for the period for which they were 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.

9.7 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 we have not offered to collect the products, your refund will be made within 14 days from the day on which we receive the products back from you or, if earlier, the day on which you provide us with evidence that you have sent the products back to us. For information about how to return a product to us, see clause 9.2.

(b) In all other cases, your refund will be made within 14 days of your telling us you have changed your mind.

10. Our rights to end the contract

10.1 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 products and / or services;

(c) you do not, within a reasonable time, allow us to deliver the products to you or collect them from us;

(d) you do not, within a reasonable time, allow us access to your premises to provide the services; or

(e) health and safety issues arise (which are not caused by us) and which would make it unsafe to carry out any or all of the services.

10.2 If we find unforeseen work and you do not ask us to carry out the unforeseen work. If this should mean that we cannot as a result complete the services fully, we may either end the contract or only carry out such part of the services we have agreed to perform up to the point where we are prevented from completing the services because the unforeseen work needs to be done first. In that event, we will only charge you an amount for the supply of the services and for the products that we have supplied up to that point. The amount will be in proportion to what time has been expended by us in comparison with the full value of the contract and the products supplied. If this amount is more than the advance payment you have made then you must pay us the difference.

10.3 You must compensate us if you break the contract. If we end the contract in the situations set out in Clause 10.1 we will refund any money you have paid in advance for products and / or services that 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.

11. If there is a problem

11.1 How to tell us about problems. If you have any questions or complaints about a product or services we have provided, please contact us. You can telephone us on 01422 246681] or write to us at www.thompsonsgas.com or 25 Bull Green Halifax HX1 2RZ. Alternatively, please visit us at that address.

11.2 Summary of your legal rights. Nothing in these terms will affect your legal rights.

- (a) We are under a legal duty to supply products that conform with the contract. The Consumer Rights Act 2015 says products must be as described, fit for purpose and of satisfactory quality
- (b) We are under a legal duty to undertake the services with reasonable care and skill. The Consumer Rights Act 2015 says you can ask us to repeat or fix a service if it's not carried out with reasonable care and skill, or get some money back if we can't fix it, that if you haven't agreed a price upfront what you are asked to pay must be reasonable, and if you haven't agreed a time upfront, it must be carried out within a reasonable time.

This is a summary of your key legal rights and subject to certain exceptions. For detailed information please visit the Citizens Advice website www.adviceguide.org.uk or call 03454 04 05 06.

11.3 Your obligation to return rejected products. If you wish to exercise your legal rights to reject products you must either return them to us or allow us to collect them from you. We will pay the costs of collection.

12. Price and payment

12.1 Where to find the price. The price of the products and / or services (which includes VAT) will be the price stated in our quotation. We take all reasonable care to ensure that the price advised to you is correct. However please see Clause 12.3 for what happens if we discover an error in the price.

12.2 We will pass on changes in the rate of VAT. If the rate of VAT changes between your order date and the date we supply the products or services, we will adjust the rate of VAT that you pay, unless you have already paid in full before the change in the rate of VAT takes effect.

12.3 What happens if we got the price wrong. It is always possible that, despite our best efforts, the price in our quotation may be incorrect. We will normally check the price before accepting your order. If the 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.

12.4 How you should pay. We accept payment with [LIST OF CREDIT AND DEBIT CARDS], in cash or by cheque payable to Thompson's Gas and Heating Limited. When you must pay depends on what product you are buying:

12.5 When you must pay.

(a) For services:

(i) You must make an advance payment of 30% of the price on placing your order;
and

(ii) The remaining 70% within 7 days of the date the products and / or services have been delivered and / or completed or as per invoice. If there is any dispute as to whether the services have been completed, then you must still pay a further 60% until the dispute is resolved between us and the balance will become due.

(b) For products only you must pay us the full amount due before we will supply the products to you.

12.6 We will provide you with an invoice at each of the stages set out in Clause 12.5(a).

12.7 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 4% a year above the base lending rate of Barclays Bank Plc 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.

12.8 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.

13. Our warranty to you

13.1 You will be given the manufacturer's warranty on any products which we supply to you under the contract.

13.2 In addition to the warranty in Clause 13.1, we guarantee the workmanship under any services we carry out for a period of 12 months from the date of completion of the services, but this is subject to the exclusions in clause 13.4. If you have any problem within this period, please contact us on 01422 246681 or email us at bookings@thompsonsgas.com.

13.3. Flood Defender Doors. If the contract is to supply Flood Defender Doors, you are required to ensure for the manufacturer's warranty to remain in place that the Doors are serviced 12 months after date of installation by a qualified and certified installer at your expense.

13.4 Our warranty does not apply if the products or any materials supplied by us when performing the services:

(a) have been damaged either deliberately or negligently by you or anyone else;

- (b) have been repaired or a repair has been attempted by you or anyone else;
- (c) you have failed to follow or adhere to the manufacturer's instructions;
- (d) you or anyone else have misused the products;
- (e) you have failed to store or look after the products or have subjected them to abnormal usage.

14. Our responsibility for loss or damage suffered by you

14.1 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 order process.

14.2 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 products including the right to receive products which are: as described and match information we provided to you and any sample or model seen or examined by you; of satisfactory quality; fit for any particular purpose made known to us; supplied with reasonable skill and care and, where installed by us, correctly installed; and for defective products under the Consumer Protection Act 1987.

14.3 What we will not be responsible for.

(a) Whilst we will use our best endeavours to match any existing brick work, pointing or rendering when carrying out services, we are not responsible if our work does not match like for like;

(b) Whilst we will do our best to limit any damage, we are not responsible for damage caused by drilling through existing tiles, worktops, brickwork or plasterwork;

(c) When supplying or fitting any new product, we are not responsible if the same causes unforeseen pressure on your existing system resulting in leaks or damage;

(d) We are not responsible for any existing equipment of yours which has not been serviced or maintained by you in accordance with statutory regulations, British Standards, and / or the manufacturer's instructions;

(e) We are not liable for any existing defect in your premises or in your central heating or water system.

(f) It is your responsibility to cover any floors or areas that is being worked on, around or walked through. Any damage to floors or floor coverings is not covered.

(g) Any boxing, cupboards, units, tiles that require removal should be removed before work commences, any alteration or re-fitting of the cupboards/units is not covered.

(h) Soak-aways or external drainage work where any flags are disturbed. Any damage to flags and surrounding areas is not covered.

(i) Any damage caused by removal of furniture for access is not covered.

(j) If other gas appliances are deemed economically un-repairable or unsafe, you the customer will be informed, and the appliance made safe. Additional costs maybe added.

(k) Labour and material costs for wiring faults/upgrades for light switches, plug sockets, fuse spurs, outside lights, fans, internal lighting, fuse boards and earth bonding.

14.4 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 (with exceptions of 14.3). 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. It is your responsibility to ensure that floor coverings are removed in areas in which we are to undertake the services and we are not responsible for any damage caused if you fail to do so.

14.5 We are not liable for business losses. We only supply the products for private use. If you use the products for any commercial, business or re-sale purpose we will have no liability to you for any consequential losses, including, but not limited to, loss of profit, loss of business, business interruption, or loss of business opportunity.

15. How we may use your personal information

15.1 How we will use your personal information. We will use the personal information you provide to us:

- (a) to supply the products and / or services to you; and
- (b) to process your payment for the products and / or services.

15.2 We will only give your personal information to third parties where the law either requires or allows us to do so.

16. Other important terms

16.1 We may transfer this agreement to someone else. We may transfer our rights and obligations under these terms to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the contract.

16.2 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.

16.3 Nobody else has any rights under this contract. This contract is between you and us. No other person shall have any rights to enforce any of its terms.

16.4 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.

16.5 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 products or services, we can still require you to make the payment at a later date.

16.6 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 the English courts. If you live in Scotland you can bring legal proceedings in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in either the Northern Irish or the English courts.

16.7 Alternative dispute resolution. Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without you having to go to court. If you are not happy with how we have handled any complaint, you may want to contact the alternative dispute resolution provider we use. You can submit a complaint to [WHO] via their website at [website address]. [NAME] will not charge you for making a complaint and if you are not satisfied with the outcome you can still bring legal proceedings.

Cancellation Form

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

To Thompson's Gas and Heating Limited, 25 Bull Green, Halifax HX1 2RZ

Email: bookings@thompsonsgas.com

Fax No. [NUMBER]

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/s: _____

Address: _____

Signature/s (only if this form is notified on paper),

Date

[*] Delete as appropriate