

**OUR TERMS**

**1. These Terms**

1.1 **What these terms cover.** These are the terms and conditions on which we supply goods and/or services to you. Those services might involve us fitting windows (installation services) or they may be repair services whereby we carry out tasks such as repairing or replacing parts such as glass or locks.

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, how you and we may change or end the contract, what to do if there is a problem and other important information.

**2. Information About Us and How to Contact Us**

2.1 **Who we are.** We are Hayley Windows Design & Installation Limited a company registered in England and Wales. Our company registration number is 04199674 and our registered office is Unit 19 Enterprise Trading Estate, Pedmore Road, Brierley Hill, West Midlands, DY5 1TX. Our registered VAT number is 775670196.

2.2 **How to contact us.** You can contact us by telephoning our customer service team on 01384 896989 or by emailing us at hello@hayleywindows.co.uk.

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 **Quotations.** Any quotation we provide is only valid for 30 days from its date of issue, unless otherwise stated on it. However, quotations are subject to change by us at any time. If we give a quotation before we have carried out a survey or verified any measurements, drawings and/or diagrams you have supplied then that quotation will be subject to change based upon our findings when we carry out a survey and verify the information you supplied.

3.2 **How to submit an order.** You can submit your order to us by signing an order form and submitting the signed form to us by email, post or to our offices. When you submit your signed order form, that submission will constitute an offer by you to purchase goods and/or services in accordance with these terms.

3.3 **How we will accept your order.** Our acceptance of your order will take place when we accept it in writing by countersigning your order form and providing you with a copy by email, at which point a contract will come into existence between you and us. Once we have entered into a contract, we are under a legal duty to supply goods and/or services which are in conformity with the contract we have entered into with you. If you have ordered only goods, when we accept your order, we will provide an estimated collection date for the goods and we will make the goods available for collection as soon as reasonably possible. If you have ordered goods and services, when we accept your order, we will provide an estimated date for the provision of the services and we will carry out the services as soon as reasonably possible. We will let you know the estimated duration and estimated completion date for the services. However, site meetings, preparatory visits and any delay in our obtaining the measurements we need may delay the collection/services date.

3.4 **If we cannot accept your order.** If we are unable to accept your order for any reason, we will inform you of this and will not charge you for the goods and/or services ordered.

**4. Services**

4.1 The services will be performed at the address confirmed in the order form we both signed unless otherwise agreed.

4.2 **If you do not allow us access to provide services or to carry out surveys.** If you do not allow us access to your property to perform the services or carry out surveys 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.

**4.3 Our obligations.** We will:

4.3.1 supply the services in all material respects in accordance with any specification agreed with you in writing;

4.3.2 use reasonable endeavours to meet any start, performance and completion dates agreed with you but such dates are estimates only and you acknowledge and accept that since we do not manufacture goods, we are reliant upon our suppliers and if there is a delay with our supplier's manufacture and supply then that will have that resultant effect of delaying our own supply of goods and/or services to you;

4.3.3 supply the services using reasonable care and skill.

**4.4 Your obligations.** You will:

4.4.1 allow us (or our appointed surveyor) to inspect the site to take measurements or for any other reason relating to the goods/services;

4.4.2 reasonably co-operate with us in all matters relating to the services;

4.4.3 provide us and our employees, agents, consultants and contractors with access to your premises and other facilities reasonably required by us to provide the services including those specified at clause 4.4.9;

4.4.4 provide us with such information and materials as we may reasonably require in order to provide the services and ensure that such information is complete and accurate;

4.4.5 prepare your premises for the supply of the services;

4.4.6 obtain and maintain all necessary licences, permissions and consents (including any required building and planning consents) which may be required for the services before the date on which the services are due to start;

4.4.7 comply with all applicable laws, including health and safety laws;

4.4.8 keep all of our materials and equipment safe and secure whilst such items are at your property;

4.4.9 provide us and our employees, agents, consultants and contractors with:

(a) access to water, washing facilities and toilets;

(b) access to electricity;

(c) access to any fixtures or facilities required to adequately perform the services;

(d) storage space on request for our equipment and any materials;

(e) safe and easy access to your property from the public highway;

(f) easy access to the location within your property where the services are to be performed. This may require you to move personal belongings and other items including (without limitation) furniture, blinds, curtains, radiators, pipes and electricity, telephone and television cables from working areas. If you ask us to move items on your behalf, we accept no liability for loss or damage to such belongings in doing so.

4.5 We will not be responsible for damage to the site, goods or services by other tradespeople.

4.6 We will not return to the site where we have provided services to carry out additional cleaning and/or tidying necessitated by the actions or omissions of other tradespeople.

4.7 You acknowledge and accept that if other work required to be done at the site prevents us from completing the installation services to our usual standard on the installation date, we will use all reasonable endeavours to complete the services in accordance with any specification agreed with you in writing but that may not be possible. For example, there may be certain parts and/or trims that we cannot fit due to other works at the site and we will therefore leave such parts/trims at the site for you to fit. We will not be required to return to the site on another date to carry out finishing touches or to fit parts and/or trims we were unable to fit on the installation date through no fault of our own, unless otherwise agreed in writing.

**5. Goods**

5.1 **Delivery.** If we have agreed to supply goods and services, we will deliver the goods to you at the delivery address specified in the signed order form.

5.2 **Collection.** If we have agreed to supply goods only, you will collect the goods from Unit 19 Enterprise Trading Estate, Pedmore Road, Brierley Hill, West Midlands, DY5 1TX.

5.3 **Goods may vary from their pictures.** The goods we supply are bespoke therefore the images of the goods on our website and in our brochures are for illustrative purposes only.

5.4 **Making sure your measurements are accurate.** If we are supplying only goods and upon your request we agree to supply goods to measurements you have given us without verifying those measurements ourselves, you are responsible for ensuring that such measurements are correct and we will not be responsible for any loss you suffer if the goods do not fit correctly if this is due to your failure to provide us with accurate measurements.

5.5 **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 re-arrange delivery or collect the goods (which may be from a local courier depot). If we cannot deliver the goods on the agreed delivery date then this may delay any previously agreed date for the supply of services since the services cannot be carried out if the goods are not present.

5.6 **If you do not re-arrange delivery.** If, after a failed delivery to you, you do not re-arrange delivery of the goods or collect them (which may be from a delivery courier depot) 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 we may end the contract and clause 12.2 will apply.

5.7 **When you become responsible for the goods.** Goods will be your responsibility from the time they are delivered to the address you gave or from the time you collect them from us, as the case may be. You are responsible for storing them in a safe and dry environment.

5.8 **When you own goods.** You own goods once we have received payment in full.

**6. Delays**

6.1 If our supply of the goods and/or services is delayed by an event outside our reasonable 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/services you have paid for but not received.

6.2 If you wish to change a pre-agreed delivery/collection date for goods or a pre-agreed date for the supply of services then you must give us 72 hours' notice. You will be required to pay our costs in connection with such a request including storage and re-delivery costs.

6.3 **What will happen if you do not give required information/access to us.** We may need certain information from you so that we can supply the goods and/or services to you, for example, accurate measurements and access to the site of the services for the purpose of surveys and preparatory meetings. 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/access. If you do not give us this information/access within a reasonable time of us asking for it, or if you give us incomplete or incorrect information/measurements, 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/access we need within a reasonable time of us asking for it.

**7. Warranty**

7.1 You acknowledge that we are not the manufacturer of the goods. We will use all reasonable endeavours to pass on to you the benefit of any applicable manufacturer warranty in connection with the goods you have purchased.

7.2 If we have provided goods and installation services, we warrant that on delivery, and for a period of 10 years from the date of installation, the goods will:

7.2.1 conform in all material respects with the goods specification agreed with you; and

7.2.2 be free from material defects in design, material and workmanship.

7.3 The warranty in clause 7.2 will not apply to:

7.3.1 glass that is broken or cracked after the date of completion of the installation services; or

7.3.2 repair services.

7.4 If we have provided goods only, we warrant that on collection, the goods will:

7.4.1 conform in all material respects with the goods specification agreed with you; and

7.4.2 be free from material defects in design, material and workmanship.

7.5 If we have provided repair services comprising the replacement of sealed unit(s), we warrant that on delivery, and for a period of 2 years from the date of installation of the replacement sealed unit(s), those goods will:

7.5.1 conform in all material respects with the goods specification agreed with you; and

7.5.2 be free from material defects in design, material and workmanship.

7.6 The warranty in clause 7.5 will not apply to glass that is broken or cracked after the date of completion of the repair services.

7.7 Subject to clause 7.8, we will, at our option, repair or replace any Goods we agree are defective provided that:

7.7.1 you give us notice in writing during the relevant warranty period within a reasonable time of discovery (and within 24 hours of delivery or, as the case may be, collection, if the alleged defect is apparent on visual inspection) that some or all of the goods do not comply with the relevant warranty set out in clause 7.2, 7.4 or 7.5;

7.7.2 we are given a reasonable opportunity of examining such goods/the site where the services were performed; and

7.7.3 you (if asked to do so) return such goods to our place of business.

7.8 We will not be liable for any failure of the goods to comply with the relevant warranties in clauses 7.2, 7.4 and 7.5 if:

7.8.1 the goods are moved away from the location where we originally installed them;

7.8.2 further use is made of such Goods after a notice is given in accordance with clause 7.7;

7.8.3 the defect arises because you failed to follow our (or the manufacturer's) oral or written instructions as to the storage, use or maintenance of the goods or components/parts utilised by us as part of the services;

7.8.4 the defect arises as a result of our following any drawing, design, goods specification or services specification supplied by you;

7.8.5 the goods are altered or repaired without our written consent;

7.8.6 the services (or any part thereof) are re-performed without our written consent;

- 7.8.7 the defect arises as a result of fair wear and tear, wilful damage, negligence, or abnormal working conditions; or
- 7.8.8 the goods differ from the goods specification as a result of changes made to ensure they comply with applicable statutory or regulatory standards.
8. **Your Rights to Make Changes**  
If you wish to make a change to the goods or services 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, 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.
9. **Our Rights to Make Changes**  
**Minor changes to the goods.** We may change the goods to reflect changes in relevant laws and regulatory requirements and to implement minor technical adjustments and improvements. These changes will not affect your use of the goods.
10. **Your Rights to End the Contract**
- 10.1 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).
- 10.2 If you notify us that you wish to end a contract for a reason set out at 10.2.1 to 10.2.4 (below) the contract will end immediately and we will refund you in full for any goods/services which have not been provided and you may also be entitled to compensation in certain circumstances. The reasons are:
- 10.2.1 we have told you about an upcoming change to the goods/services or these terms which you do not agree to;
- 10.2.2 we have told you about an error in the price or description of the goods/services you have ordered and you do not wish to proceed;
- 10.2.3 there is a risk that supply of the goods/services may be significantly delayed because of events outside our reasonable control; or
- 10.2.4 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).**
- 10.3.1 For most goods and services bought where the contract is entered into from a distance, for example, by exchange of emails, phone or mail order, you have a legal right to change your mind within 14 days and receive a refund, but that refund may be subject to deductions and you will have to pay the costs of return of goods. These terms don't affect your statutory rights.
- 10.3.2 You do not have a right to change your mind in respect of:
- (a) bespoke, customised or made to measure goods;
  - (b) services, once these have been completed, even if the cancellation period is still running; and
  - (c) any goods which become mixed inseparably with other items after their delivery.
- 10.3.3 All of the goods we supply are bespoke, customised or made to measure so the legal right to change your mind within 14 days will not apply.
- 10.3.4 If you wish to change your mind in relation to services, you have 14 days after the day we email you to confirm we accept your order. However, once we have completed the services you cannot change your mind, even if the 14 day period is still running. If you cancel after we have started the services, you must pay us for the goods we have supplied as well as for the services provided up until the time you tell us that you have changed your mind. The amount you are required to pay will reflect what has been supplied, in comparison with the full performance of the contract, that is making due allowance for items not supplied and work not carried out. If such costs amount to more than any initial payment you have paid to us, an invoice for the balance will be issued for payment within 14 calendar days after the date of the invoice.
- 10.4 **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 allow us to collect them from you. Please contact us to arrange collection. If you are exercising your right to change your mind you must allow us to collect the goods within 14 days of telling us you wish to end the contract. 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 the same as our charges for standard delivery.
- 10.5 **When we will pay the costs of return.** We will pay the costs of return:
- 10.5.1 if we agree the goods are faulty or misdescribed; or
- 10.5.2 if you are ending the contract because we have told you of an upcoming change to the goods/services or these terms, an error in pricing or description, a delay in delivery due to events outside our reasonable 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.
- 10.6 **How we will refund you.** If required, we will refund you the price you paid for the goods/services including delivery costs, by the method you used for payment. However, we may make deductions from the price, as described below. The maximum refund for delivery costs will be the costs of delivery by the least expensive delivery available which provides adequate insurance. Please contact us if you have any queries about this.
- 10.7 **Deductions from refunds if you are exercising your right to change your mind.** If you are exercising your right to change your mind 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 would not be permitted in a shop. 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.
- 10.8 **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 your refund will be made within 14 days of your telling us you have changed your mind.
11. **How to End the Contract With Us**  
To end the contract with us, please let us know by doing one of the following:  
**Email.** Email us at hello@hayleywindows.co.uk. Please provide details of what you bought, when you ordered or received it and your name and address.  
**By post.** Write to us at Unit 19 Enterprise Trading Estate, Pedmore Road, Brierley Hill, DY5 1TX including details of what you bought, when you ordered or received it and your name and address.
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:
- 12.1.1 you do not make any payment to us when it is due and you still do not make payment within 14 days of our reminding you that payment is due;
- 12.1.2 you do not, within a reasonable time of us asking for it, provide us with information/access that is necessary for us to provide the goods/services e.g. measurements or access to the site of the services for the purpose of undertaking surveys, as described above;
- 12.1.3 you do not, within a reasonable time, allow us to deliver the goods to you; or
- 12.1.4 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/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.
13. **Price and Payment**
- 13.1 **Where to find the price for the goods and/or services.** The price of the goods (inclusive of delivery costs, if applicable) and/or services will be set out in the order form we both signed unless an adjustment has been communicated to you to take account of findings during a survey/inspection. We take all reasonable care to ensure that the prices advised to you are correct.
- 13.2 We reserve the right to increase the price of the goods and/or services if on inspection or survey of the site it becomes apparent that there are one or more problems:
- 13.2.1 which will result in a change to the goods specification or the services specification agreed with you in writing;
- 13.2.2 with the structure of the building into which the goods are to be installed;
- 13.2.3 with any dimensions or measurements provided by you;
- 13.2.4 with access to the site;
- 13.2.5 relating to technical matters regarding the goods and/or services;
- 13.2.6 resulting (or which may result) in additional works being required before the services can be carried out or alongside the services.  
If you do not accept such price increase, we may cancel your order without liability and you will pay us fair and reasonable compensation for any work in progress on or in relation to the goods and/or services at the time of termination and management time incurred us in relation to that order prior to the time of termination including (without limitation) the cost of any survey carried out and the cost of any goods already purchased or commissioned for manufacture, but such compensation will not include loss of anticipated profits or any consequential loss.
- 13.3 The price does not include the cost of removing any dangerous waste materials such as asbestos found when carrying out the services. If, during the execution of the works, asbestos is encountered, we reserve the right to withdraw immediately until the site is made safe at your cost.
- 13.4 The price does not include the cost of any required scaffolding, structural lintels or the cost for any additional time needed to be spent by us due to your failing to properly prepare and/or clear the site for the supply of services.
- 13.5 **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 goods/services, we will adjust the rate of VAT that you pay, unless you have already paid for the goods/services in full before the change in the rate of VAT takes effect.
- 13.6 **When you must pay and how you must pay.** Unless otherwise agreed in writing, we accept payment by cheque or bank transfer. If you have ordered only goods, you will be required to pay 50% of the price of the goods when we accept your order and you will be required to pay the balance before collection. If you have ordered goods and installation services, you will be required to pay 50% of the price of the goods and installation services when we provide you with an installation date and you will be required to pay the balance on the date the installation services are completed. If you have ordered only repair services, you will be required to pay 50% of the price of the repair services when we accept your order and you will be required to pay the balance on the date the repair services are completed.
- 13.7 **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 the Bank of England from time to time or if more the rate from time to time applicable to County Court judgment debts. This interest will 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.
- 13.8 **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.
- 13.9 **We may delay the supply of 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 and you still do not make payment within 10 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 delaying supply of the goods and/or services. We can also charge you interest on your overdue payments (see clause 13.7).
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 sales 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 including the right to receive goods and services 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 Subject to clause 14.2 we will not be liable for:
- 14.3.1 any failure of the goods or services to comply with the contract we have entered into with you; or
- 14.3.2 for any damage caused by the goods, if the goods are moved away from the location where we originally installed them.
- 14.4 **When we are liable for damage to your property.** We will take all reasonable care in carrying out the services. However, any making good (subject to clause 14.7), redecoration or repair of damage that may be required following our work is your responsibility, unless we have been negligent. 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.
- 14.5 **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.
- 14.6 If we provide any sketches, plans, diagrams or similar documents, those are intended for illustrative purposes only and are not intended to provide a precise specification or to guarantee specific results.
- 14.7 If the property where we are providing the services is rendered, we will, as part of the services, "make good" the surface of the building with a mortar finish.
- 14.8 If the depth of the existing window frames at the location where we are providing services are deeper than the new frames being installed, you acknowledge and accept that further decoration and/or plastering work may be required and that work will not be carried out by us.

- 14.9 We will use all reasonable endeavours to leave the location where we are supplying services clean and tidy following the supply of the services.
- 14.10 We do not guarantee that your existing doors, windows and/or frames can be removed so as to be subsequently fit for re-use or any other purpose and we will remove them from the site and dispose of them unless you instruct us to leave them at the site.
- 14.11 We do not claim or guarantee that any product we supply eliminates or reduces the incidence of condensation.
- 14.12 If the property into which the goods are to be installed is in a poor state, for example, in terms of decoration, plastering or rendering, you acknowledge and accept that the services may further disrupt such poor decoration, plastering or rendering and we will not be responsible for any related damage to the property and will not "make good" any such damage.
15. **How We May Use Your Personal Information**  
We will only use your personal information as set out in our Privacy Policy which can be found on our website at <https://www.hayleywindows.co.uk/>.
16. **Other Important Terms**
- 16.1 **We may transfer this contract to someone else.**  
We may transfer our rights and obligations under these terms to another organisation.
- 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 will 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.
- 16.4 **If a court finds part of this contract illegal, the rest will continue in force.** Each of the clauses of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining clauses 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 goods/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 respect of the goods/services in the English courts. If you live in Scotland you can bring legal proceedings in respect of the goods/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/services 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. Please contact us for further details. In addition, please note that disputes may be submitted for online resolution to the European Commission Online Dispute Resolution platform.

**Schedule 1 - Model Cancellation Form**

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

To:

**Hayley Windows Design & Installation Limited**  
Unit 19 Enterprise Trading Estate, Pedmore Road,  
Brierley Hill, DY5 1TX

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

Ordered on [x]/received on [x]

Name of consumer(s): [x]

Address of consumer(s): [x]

Signature of consumer(s) (only if this form is notified on paper): [x]

Date: [x]

[x] Delete as appropriate

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