

NOTICE OF RIGHT TO CANCEL

- a) The Customer can cancel this agreement at any time up until 14 days after the date of delivery.
- b) Please note that this cancellation right does not apply to:-
- i) Bespoke goods (this includes, but is not limited to, our colour matching service).
 - ii) Any sealed goods which cannot be returned due to health protection or hygiene reasons if they have been opened or unsealed by you or if they have been opened or unsealed by the Company on your instructions.
 - iii) Any goods which have been mixed inseparably with other items by you after delivery.
- c) To exercise your right to cancel, you must inform the Company of your decision to cancel within the cancellation period described in (a) above. You can notify the Company by hand delivering or posting a letter to Assistive Bathing Limited, by emailing the Company at office@assistivebathing.co.uk or by completing the form below. If you have instructed the Company to commence the installation of the goods during the cancellation period, and then exercise your right to cancel, you must pay for services already supplied. If a technical survey has been completed Assistive Bathing will retain a £250 administration fee. The amount payable by you for the installation services shall be in proportion to the full value of the contract between you and the Company. This does not affect your right to receive a refund for the goods in accordance with (e) below.
- d) If you have already received the goods when you decide to cancel, the goods will need to be returned as follows:-
- (i) If the Company delivered goods to you and these cannot be returned by post, the Company will arrange for the collection of the unwanted goods from the address to which they were delivered.
 - (ii) If the goods can be returned by post, it is your responsibility to return the goods to the Company (at your own expense unless the goods are faulty) at the address shown below within 14 days of the date on which you sent your notice of cancellation. If the goods are installed then you are responsible, at your own expense, for arranging for the goods to be uninstalled prior to collection. If the Company agrees to uninstall the goods or any part of them for you, then the Company reserves the right to charge a reasonable fee to do so which you must pay to the Company at the time of the removal unless the Company has agreed to deduct the charge from any refund due to you under these terms and conditions.
- e) If you cancel in accordance with these terms, you will receive a refund of the price you paid for the goods minus any deductions the Company is entitled to make for services which have been provided (section c). Any removal service provided under section d) above and/or damage to or diminishment in the value of the goods by you (section f). If the Company posted the goods to you, it will also refund any standard delivery charges you paid to receive the goods. Please note that the Company is not obliged to refund any supplementary costs paid by you if you choose a type of delivery other than the least expensive type of delivery offered by the Company.
- f) If, on inspection of the returned goods, the Company believes that they have been damaged or their value has been diminished as a result of your handling of the goods beyond what would have been necessary to establish the nature, characteristics and functioning of the goods (this would include any diminishment in value as a result of the goods being installed and uninstalled), then the Company may deduct an amount equal to the damage or diminishment in value from the refund owed to you.
- g) The Company will process the refund due to you as soon as possible and, in any case, not later than (i) 14 days after the date the Company received the returned items from you; or (ii) if earlier, 14 days after the day you provide the Company with evidence you have returned the items; or (iii) if you are not in receipt of the items, 14 days after the date on which you have notified the Company that you wish to cancel.

Assistive Bathing is authorised and regulated by the Financial Conduct Authority. We are a Credit broker and not a Lender. We offer Credit Facilities from one Lender.

CANCELLATION FORM

To: Assistive Bathing Limited, whose postal address is: Mercury House, Kingswood Road, Hampton Lovett, Droitwich, Worcs WR9 0QH and whose email address is: office@assistivebathing.co.uk and whose telephone number is: 01905 791204.

We/I* hereby give notice that we/I* cancel my/our* contract of sale of the following goods and/or* services

Ordered on/received* on

Name of consumer(s)*

Address of consumer(s)*

Signature of consumer(s) (only if this form is notified on paper)

Date

*Delete as Appropriate