

Right to cancel

You have the right to cancel this contract within 14 days without giving any reason. The cancellation period will expire after 14 days from the day of the conclusion of the contract. To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g letter sent by post or email). You may use the attached cancellation form, but it is not obligatory.

Our contact details are:

Plan & Plant Ltd
Barton Cottage
Rainton
Thirsk
YO7 3PX
07849 742 406
info@planplant.co.uk

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

Effects of Cancellation

If you cancel this contract, we will reimburse to you all payments received from you, including the cost of delivery (except the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us).

We may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you.

We will make the reimbursement without undue delay, and not later than-

**(a) 14 days after the day we receive back from you any goods supplied, or
(b) (if earlier) 14 days after you provide evidence that you have returned the goods, or
(c) if there were no goods supplied, 14 days after the day on which we are informed about your decision to cancel this contract.**

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You shall send back the goods or hand them over to us or (Nathaniel Day at the business address listed above) without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation from this contract to us.

The deadline is met if you send back the goods before the period of 14 days has expired.

We will collect the goods at our own expense.

You are liable for any diminished value of the goods resulting from the handling other

than what is necessary to establish the nature, characteristics and functioning of the goods.

If you requested to begin the performance of services during the cancellation period, you shall pay us an amount which is in proportion to what has been performed until you have communicated us your cancellation from this contract, in comparison with the full coverage of the contract.

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Cancellation Request

To: Plan & Plant Ltd

I/We* hereby give notice that I/We* cancel My/Our* contract of the 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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To ensure that we are able to contact you should we be unable to attend, please could you give us your contact details by completing the form below. This information will be kept safe and only used for the purpose of contacting you about your garden.

Your name	Title	Name
Your address		
Your postcode		
Telephone		
Mobile		
Email address		

Customer request for work to start within the cancellation period

To: Plan & Plant Ltd

I / We have agreed that work can commence before the end of the 14 day cancellation period.

I/ we understand that if we subsequently cancel the contract before the end of the cancellation period, I/We have to pay for the work completed by this date.

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