



JWB Electrical Cancellation Rights Policy

Your Right to Cancel

If you are a domestic customer and enter into a contract with us in your home, online, or by telephone, you have the legal right to cancel the contract within 14 days without giving any reason.

This cancellation period will expire 14 days after:

- the date the contract is agreed for services, or
- the day after delivery of goods where goods are supplied.

To exercise your right to cancel, you must inform us of your decision by a clear statement, such as:

- email,
- letter,
- or telephone call.

Contact Details

JWB Electrical

simon@jwbelectrical.co.uk

07535180133

3 Pool Cottages

Holt Heath

Worcester

WR6 6NA

You may use the cancellation form below, but you are not required to do so.

Model Cancellation Form

To: [Company Name]

I/We hereby give notice that I/we cancel my/our contract for the supply of the following service(s):

- Ordered on: _____
- Customer name: _____
- Customer address: _____
- Signature (if sent by post): _____
- Date: _____

Where Work Started During the Cancellation Period

If you request that we begin work during the 14-day cancellation period, you expressly agree that work may start before the cancellation period ends.

If you later cancel the contract after work has begun, you may be required to pay for:

- work already completed,
- services already supplied,
- materials already installed or ordered specifically for your project.

If the service has been fully completed with your agreement before the cancellation period ends, your right to cancel may no longer apply.

Refunds

Where cancellation rights apply, we will reimburse payments received from you within 14 days of receiving your cancellation request, subject to deductions permitted by law for work already completed or materials supplied.

Refunds will normally be made using the same payment method used for the original transaction unless agreed otherwise.

Exclusions

Cancellation rights may not apply to:

- bespoke or made-to-measure goods,
- emergency repair works requested by the customer,
- services fully completed during the cancellation period with the customer's consent.

Your statutory rights are not affected.

Complaints Procedure

We are committed to providing high standards of workmanship and customer service.

If you are dissatisfied with any aspect of our service, please contact us using the details above.

We will:

1. acknowledge your complaint,

2. investigate the matter,
3. aim to resolve the issue promptly and fairly.

If a complaint cannot be resolved directly, you may be able to refer the matter through the TrustMark dispute resolution process or Alternative Dispute Resolution (ADR).