

OUR TERMS

1 THESE TERMS

1.1 **What these terms cover.** These are the terms and conditions on which we supply products to you, whether these are goods or services.

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 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, please contact us to discuss.

2 INFORMATION ABOUT US AND HOW TO CONTACT US

2.1 **Who we are.** We are Freelance Entry Solutions Limited, a company registered in England and Wales. Our company registration number is 04539127 and our registered office is at St Mary's House, Netherhampton, Salisbury, SP2 8PU. Our registered VAT number is 631589231.

2.2 **How to contact us.** You can contact us by telephoning our customer service team on 01722 711 200 or by writing to us at info@freelanceentrysolutions.co.uk or Unit 28, Glenmore Business Park, Telford Road, Churchfields Industrial Estate, Salisbury, Wiltshire SP2 7GL.

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 **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.

3.2 **If we cannot accept your order.** If we are unable to accept your order, we will inform you of this in writing and will not charge you for the product. This might be because the product is out of stock, because of unexpected limits on our resources which we could not reasonably plan for, because a credit reference we have obtained for you does not meet our minimum requirements, because we have identified an error in the price or description of the product or because we are unable to meet a delivery deadline you have specified.

4 OUR PRODUCTS

4.1 **Products may vary slightly from their pictures.** The images of the products on our website and in our brochures are for illustrative purposes only. Although we have made every effort to display the colours accurately, we cannot guarantee that they accurately reflect the colour of the products. Your product may vary slightly from those images.

4.2 **Making sure your measurements are accurate.** If we are making or supplying the product to measurements you have given us, you are responsible for ensuring that these measurements are correct.

5 YOUR RIGHTS TO MAKE CHANGES

If you wish to make a change to the product 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 of the product, 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.

6 OUR RIGHTS TO MAKE CHANGES

6.1 Minor changes to the products. We may change the product to reflect changes in relevant laws and regulatory requirements or to implement minor technical adjustments and improvements which do not affect your use of the product.

6.2 More significant changes to the products and these terms. If we need to make any other changes to the product we will notify you and you may then contact us to end the contract before the changes take effect and receive a refund for any products paid for but not received.

7 DELIVERY

7.1 Delivery costs. The costs of delivery will be set out in our quotation.

7.2 When we will provide the products. During the order process we will agree with you when we will provide the products to you.

7.3 Collection by you. If you have asked to collect the products from our premises, you can collect them from us during our working hours of 9am to 5pm on weekdays (excluding public holidays) and Saturdays by appointment, but we ask that you give us at least 2 working days notice of when you wish to collect so we can ensure the products are available at the time you require. Please note that it will be your responsibility to load the products into your vehicle and that generally this will require at least 2 people.

7.4 When you become responsible for the goods. Goods will become your responsibility from the time we deliver them to the address you gave us, or you collect them from us.

7.5 When you own goods. You own the goods once we have received payment in full.

8 OUR RIGHT TO SUSPEND THE SUPPLY OF PRODUCTS

8.1 Reasons we may suspend the supply of products to you. We may have to suspend the supply of a product to:

8.1.1 deal with technical problems or make minor technical changes;

8.1.2 update the product to reflect changes in relevant laws and regulatory requirements; and/or

8.1.3 make changes to the product as requested by you, or notified by us to you, (see clause 6).

8.2 Your rights if we suspend the supply of products. We will contact you in advance to tell you we will be suspending supply of the product, unless the problem is urgent or an emergency. You may contact us to end the contract for a product if we suspend it, or tell you we are going to suspend it, in each case for a period of more than 30 days and we will

refund any sums you have paid in advance for the product in respect of the period after you end the contract.

- 8.3 **We may also suspend supply of the products if you do not pay.** If you do not pay us for the products when you are supposed to (see clause 10.3) we may suspend supply of the products until you have paid us the outstanding amounts. We will contact you to tell you we are suspending supply of the products. As well as suspending the products we can also charge you interest on your overdue payments (see clause 10.6).

9 ISSUES WITH DELIVERY/INSTALLATION

- 9.1 **If you are not at home when goods are delivered and or a service is to be performed.** If no one is available at your address to take delivery of the products or allow us access to your property to perform 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 delivery and or access to your property we may end the contract and clause 18.2 will apply.

- 9.2 **If there is a problem with your property.** We quote on the basis that there are no issues with your property which will hinder any work we are to perform. For instance, the wall in which any installation is to be performed must be structurally sound and there must not be any asbestos in the vicinity which would need to be disturbed in the course of our work. If you think there may be an issue with your property please tell us as soon as possible so we can discuss with you the best way of resolving this. If we identify a problem with your property which means we cannot perform/complete the work then we will notify you as soon as possible and we may charge you additional costs incurred by us as a result. We will seek to assist you in resolving such issues but this may involve you engaging third party contractors at your cost to do additional work. If the problem is not resolved to both of our satisfactions within a reasonable time than either of us may end the contract but clause 18.2 will apply.

- 9.3 **What will happen if you do not provide everything we need from you.** We may need certain information or things from you (such as access to electric and water utilities at your property (at your cost)) so that we can supply the products to you. If so, this will have been set out in our quotation or otherwise explained to you. If you do not give us everything we require within a reasonable time we may either end the contract (and clause 18.2 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 products late, or not supplying any part of them, if this is caused by you not giving us everything we need within a reasonable time of us asking for it.

- 9.4 **We are not responsible for delays outside our control.** If our supply of the products 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 you have paid for but not received.

- 9.5 **Your legal rights if we deliver products late.** You have legal rights if we deliver any products late. If we miss the delivery deadline for any products then you may treat the contract as at an end straight away if any of the following apply:

- 9.5.1 we have refused to deliver the products;
- 9.5.2 delivery within the delivery deadline was essential (taking into account all the relevant circumstances); or
- 9.5.3 you told us before we accepted your order that delivery within the delivery deadline was essential.

9.6 **Setting a new deadline for delivery.** If you do not wish to treat the contract as at an end straight away under clause 9.5, you can give us a new deadline for delivery, which must be reasonable, and you can treat the contract as at an end if we do not meet the new deadline.

9.7 **Ending the contract for late delivery.** If you do choose to treat the contract as at an end for late delivery under clause 9.5 or 9.6, you can cancel your order or reject goods that have been delivered. After that we will refund any sums you have paid to us for the cancelled goods and their delivery. If any goods have been delivered to you, you must allow us to collect them from you. We will pay the costs of collection. Please call customer services on 01722 711 200 or email us at info@freelanceentrysolutions.co.uk to arrange collection.

10 PRICE, DEPOSIT AND PAYMENT

10.1 **Where to find the price for the product.** The price of the product (which includes VAT) will be the price as set out in our quotation on which your order is based. We take all reasonable care to ensure that the price of the product advised to you is correct. However please see clause 10.5 for what happens if we discover an error in the price of the product you order.

10.2 **How you must pay.** We accept payment with mastercard, visa or visa debit or by bank transfer. We do not accept American Express.

10.3 **When you must pay.** We will require the first instalment as set out in our quotation within 2 working days of our accepting your order and the balance will be due on completion of delivery/performance of the services as appropriate.

10.4 **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 product, we will adjust the rate of VAT that you pay, unless you have already paid for the product in full before the change in the rate of VAT takes effect.

10.5 **What happens if we got the price wrong?** It is always possible that, despite our best efforts, some of the products we sell may be incorrectly priced. We will normally check prices before accepting your order so that, where the product's correct price at your order date is less than our stated price at your order date, we will charge the lower amount. If the product's 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. If we accept and process your order where a pricing error is obvious and unmistakable and could reasonably have been recognised by you as a mispricing, we may end the contract, refund you any sums you have paid and require the return of any goods provided to you.

10.6 **We can charge interest if you pay late.** If you do not make any payment to us by the due date under clause 10.3, we may charge interest to you on the overdue amount at the rate of 4% a year above the base rate of the Bank of England from time to time, but at 4% for any period during which that base rate is less than 0%. 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.

- 10.7 **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.

11 IF THERE IS A PROBLEM WITH THE PRODUCT

- 11.1 **How to tell us about problems.** If you have any questions or complaints about the product, please contact us. You can telephone us on 01722 711 200 or write to us at info@freelanceentrysolutions.co.uk or Unit 28, Glenmore Business Park, Telford Road, Churchfields Industrial Estate, Salisbury, Wiltshire SP2 7GL.

- 11.2 **Your legal rights.** We are under a legal duty to supply products that are in conformity with this contract and your legal rights. Nothing in these terms will affect your legal rights. You can find information on your legal rights by visiting the Citizens Advice website www.adviceguide.org.uk or calling 03454 04 05 06.

- 11.3 **Manufacturer's Guarantees.** Goods we sell are normally covered by manufacturer's warranties for a period of 2 years. We will provide you with detail of any manufacturer's warranty applicable to the goods at the time we send you our quotation.

- 11.4 **Your obligation to return rejected products.** If you wish to exercise your legal rights to reject products you must allow us to collect them from you. We will pay the costs of collection. Please call us on 01722 711 200 or email or write to us at info@freelanceentrysolutions.co.uk or Unit 28, Glenmore Business Park, Telford Road, Churchfields Industrial Estate, Salisbury, Wiltshire SP2 7GL to arrange collection.

- 11.5 **Installation Services Warranty.** If we install the goods that we supply, we will ensure that our installation services (**Installation Services**) are carried out using reasonable care and skill and that, for 5 years from the date of completion of the Installation Services (**Warranty Period**) we shall (at our option and subject to clause 12) repair, replace or refund:

11.5.1 any damage to the goods; or

11.5.2 reasonable damage to any property into which any goods have been installed,

which has resulted from our failure to use reasonable care and skill in carrying out the Installation Services (**Installation Warranty**). The repair or replacement will include associated works such as timber/uPVC finishing or otherwise, which is part of the installation. The services which we provide to rectify the warranty issue shall themselves be subject to the Installation Warranty for the remainder of the original Warranty Period (and they shall not be subject to their own, separate warranty period). If, as part of the rectification of any warranty issue, we replace any goods and those goods are the subject of a manufacturer's warranty, the replacement goods will be covered by the manufacturer's warranty for the remainder of the term of the manufacturer's warranty on the original Goods.

- 11.6 The Installation Warranty will only apply if:

- 11.6.1 we supply and install new goods (i.e. a new, complete door and/or automation system). Where goods are installed to become part of an existing product, e.g. a remote operator is supplied and installed to an existing garage door, then the Installation Services relating to the new motor are covered for the 5 year Warranty Period but any existing product or mechanism is not;
- 11.6.2 you inform us of your claim under the Installation Warranty during the Warranty Period and within a reasonable time of discovery that the Installation Services have not been carried out in accordance with the Installation Warranty;
- 11.6.3 we are given a reasonable opportunity to inspect any damage to the goods or any property and assess whether that is due to a cause which is covered by the Installation Warranty. If there is no legitimate claim under the Installation Warranty you may be liable for the costs of the inspection visit. Any necessary works to rectify the issue, where it is not covered by the Installation Warranty, will be quoted for your consideration;
- 11.6.4 you have complied with all guidance and instructions regarding servicing and maintaining the associated goods, as specified by us or the manufacturer of the goods. In particular, the goods must be serviced by us annually (or as otherwise agreed between you and us) in order for the Installation Warranty to remain valid). It will be your responsibility to instruct us to attend each year (or as otherwise agreed between you and us) to carry out the servicing and this will be chargeable;
- 11.6.5 the damage to the goods or property has not arisen, or been made worse, as a result of:
- (a) reasonable wear and tear, wilful damage, negligence or abnormal working conditions, or alterations or repairs carried out by you or a third party without our written consent; or
 - (b) a structural defect or similar issue with the building in which the goods are installed which was not notified to us before our quotation was given and was not recorded in our quotation;
- 11.6.6 the goods and the surrounding structure are not altered by you or anyone else. We suggest that you contact us in writing with regards to any alterations or changes that you may wish to make so we can discuss and log any potential implications. This applies to both the Installation Warranty as well as the manufacturer's warranty on the goods; and
- 11.6.7 any issue which occurs is not as a result of:
- (a) deterioration of any original structural parts on which the goods installation is reliant, e.g. rotting of timber frames/joists, rusting of supporting steelwork, or blown concrete, brickwork, render and such like;
 - (b) movements of the surrounding structure which are not as a result of the goods having been installed, e.g. natural settlement of new build structures, subsidence, movement associated with temporary structures, or expansion and

contraction of materials which may occur with changes in temperature or moisture; or

- (c) a fault or failure of the goods. Such an issue will not be covered under the Installation Warranty but may well be covered under the manufacturer's guarantee of the goods.

11.7 The Installation Warranty is separate, and in addition to, any manufacturers guarantee of the goods and shall not affect your legal rights.

11.8 We may need to order parts in order to carry out a repair. Those parts may be subject to lead times from the manufacturers. Any parts that are replaced under the Installation Warranty will become our property at the time they are replaced.

12 OUR RESPONSIBILITY FOR LOSS OR DAMAGE SUFFERED BY YOU

12.1 **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.

12.2 **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.

12.3 **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. 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.

12.4 **We are not liable for business losses.** We are only supplying the products for domestic and private use. If you use the products 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.

13 YOUR RIGHTS TO END THE CONTRACT

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

- 13.1.1 **If what you have bought is faulty or misdescribed 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);
- 13.1.2 **If you want to end the contract because of something we have done or have told you we are going to do**, see clause 14;
- 13.1.3 **If you bought a product over the phone, by mail order or by exchange of emails where you have not met us to discuss the contract before it is formed, or where the contract is formed at your property, if you have changed your mind about the product**, see clause 15. You may be able to get a refund if you are within the cooling-off period, but this may be subject to deductions;
- 13.1.4 **In all other cases (if we are not at fault and there is no right to change your mind)**, see clause 16.

14 **ENDING THE CONTRACT BECAUSE OF SOMETHING WE HAVE DONE OR ARE GOING TO DO.**

- 14.1 If you are ending a contract for a reason set out in clauses 14.1.1 to 14.1.5 below the contract will end immediately and we will refund you in full for any products which have not been provided and you may also be entitled to compensation. The reasons are:
 - 14.1.1 we have told you about an upcoming change to the product or these terms which you do not agree to (see clause 6.2);
 - 14.1.2 we have told you about an error in the price or description of the product you have ordered and you do not wish to proceed;
 - 14.1.3 there is a risk that supply of the products may be significantly delayed because of events outside our control;
 - 14.1.4 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 30 days; or
 - 14.1.5 you have a legal right to end the contract because of something we have done wrong.

15 **ENDING THE CONTRACT PURSUANT TO CANCELLATION RIGHTS**

- 15.1 **Exercising your right to change your mind (Consumer Contracts Regulations 2013).** For most products bought over the phone, by mail order or by exchange of emails where you have not met us to discuss the contract before it is formed, or where the contract is formed at your property, 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 these terms. If the Consumer Contracts Regulations 2013 do not apply to your purchase, you will only be able to end the contract in accordance with clause 14 or clause 16.
- 15.2 **When you don't have the right to change your mind.** You do not have a right to change your mind:

- 15.2.1 in respect of services, once these have been completed, even if the cancellation period is still running; or
- 15.2.2 in respect of goods which are made to your non-standard specification or personalised for you.
- 15.3 **How long do I have to change my mind?** How long you have depends on what you have ordered.
- 15.3.1 **Have you bought goods (including where we are to install them),** if so you have 14 days after the day you (or someone you nominate) receives the goods (or the last of them where delivery is split into several instalments).
- 15.3.2 **Have you bought services (other than the installation of goods we have supplied which is covered above),** if so, 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 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.
- 16 **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 13.1), you can still end the contract before it is completed, but you may have to pay us compensation. A contract for goods is completed when the product is delivered and paid for. A contract for services is completed when we have finished providing the services and you have paid for them. If you want to end a contract before it is completed where we are not at fault and you have not changed your mind, just contact us to let us know. The contract will end immediately and we will refund any sums paid by you for products not provided but we may deduct from that refund (or, if you have not made an advance payment, charge you) reasonable compensation for the net costs we will incur as a result of your ending the contract.
- 17 **HOW TO END THE CONTRACT WITH US**
- 17.1 **Tell us you want to end the contract.** To end the contract with us, please let us know by doing one of the following:
- 17.1.1 **Phone or email.** Call us on 01722 711 200 or email us at info@freelanceentrysolutions.co.uk. Please provide details of what you bought, when you ordered or received it and your name and address.
- 17.1.2 **By post.** Complete the form included with our quotation, or as found in Schedule 1, and post it to us at the address on the form. Or simply write to us at Unit 28, Glenmore Business Park, Telford Road, Churchfields Industrial Estate, Salisbury, Wiltshire SP2 7GL including details of what you bought, when you ordered or received it and your name and address.
- 17.2 **Returning products after ending the contract.** If you end the contract for any reason after products have been delivered to you, you must allow us to collect them from you. Please call us on 01722 711 200 or email us at info@freelanceentrysolutions.co.uk to arrange collection.

Where necessary we will be responsible for uninstalling such goods. We will not be responsible for making your property secure following the removal of the goods or for making good any reasonable damage caused by their removal.

17.3 **When we will pay the costs of collecting and uninstalling goods.** We will pay the costs of collecting and uninstalling goods:

17.3.1 if the products are faulty or misdescribed;

17.3.2 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

17.3.3 if you are exercising your right to change your mind in accordance with clause 15.

In all other circumstances you must pay our costs for collecting and uninstalling the goods which will be the same as our standard delivery and installation charges.

17.4 **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 in clause 17.5.

17.5 **Deductions from refunds if you are exercising your right to change your mind.** If you are exercising your right to change your mind in accordance with clause 15:

17.5.1 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;

17.5.2 the maximum refund for delivery costs will be the costs of delivery by the least expensive delivery method we offer;

17.5.3 where the product is a service (such as installation), we may deduct from any refund an amount for the supply of the service for the period for which it was 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.

17.6 **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 in accordance with clause 15 then this will be within 14 days of you telling us you have changed your mind.

18 **OUR RIGHTS TO END THE CONTRACT**

18.1 **We may end the contract if you break it.** We may end the contract for a product at any time by writing to you if:

18.1.1 you do not make any payment to us when it is due and you still do not make payment within 5 days of us reminding you that payment is due;

- 18.1.2 you do not, within a reasonable time of us asking for it, provide us with information or things which are necessary for us to provide the products, for example, delivery instructions or access and use of electricity at your property;
- 18.1.3 you do not, within a reasonable time, allow us to deliver the products to you or collect them from us;
- 18.1.4 you do not, within a reasonable time, allow us access to your premises to supply the services; or
- 18.1.5 you do not within a reasonable time resolve any issue identified with your property which hinders installation/our services to our reasonable satisfaction.

18.2 **You must compensate us if you break the contract.** If we end the contract in the situations set out in clause 18.1 we will refund any money you have paid in advance for products 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.

18.3 **We may withdraw the product.** We may write to you to let you know that we are going to stop providing the product. We will then refund any sums you have paid in advance for products which will not be provided.

19 HOW WE MAY USE YOUR PERSONAL INFORMATION

19.1 **How we may use your personal information.** We will only use your personal information as set out in our Privacy Policy. You can find our Privacy Policy on our website www.freelanceentrysolutions.co.uk.

20 OTHER IMPORTANT TERMS

20.1 **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.

20.2 **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.

20.3 **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. 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.

20.4 **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.

20.5 **Even if we delay in enforcing this contract, we can still enforce it later.** If we do not insist immediately that you do everything 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, we can still require you to make the payment at a later date.

20.6 **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 products in the English courts.

Schedule 1

Model Cancellation Form

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

To Freelance Entry Solutions Limited, Glenmore Business Park, Telford Road, Churchfields Industrial Estate, Salisbury, Wiltshire SP2 7GL, 01722 711 200 and info@freelanceentrysolutions.co.uk.

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 of consumer(s),

Address of consumer(s),

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

Date

[*] Delete as appropriate

© Crown copyright 2013.