



## IMPORTANT INFORMATION

**Name:** O' Connor & Co Removals Limited

**Business Trading Address:** 45 Burwood Avenue, Mansfield, Nottinghamshire NG18 3DZ

**Telephone:** 0800 689 0412

**Email:** [info@oconnorsremovalcompany.co.uk](mailto:info@oconnorsremovalcompany.co.uk)

**Website:** [www.oconnorsremovalcompany.co.uk](http://www.oconnorsremovalcompany.co.uk)

**Registered Office Address:** 106 Carter Lane, Mansfield, Nottinghamshire NG18 3DH

**Legal Form:** A Limited Company registered in England and Wales

**Public Registers:** Details about our Limited Company's registration can be viewed at [www.companieshouse.gov.uk](http://www.companieshouse.gov.uk) under reference number 10886890

**Business Activities our Services:** Furniture removal

**Insurance Details:** Insurance Provider: Tokio Marine HCC - International Group. Expiry date: 25/08/2017

**Previous Trading Name(s):** O' Connor & Co Removals Limited used to trade as O' Connor & Co.

**Payments accepted by:** cash, cheques, bank transfer

**Applicable Law:** Unless otherwise agreed, English Law, with the English Courts having exclusive jurisdiction in relation to any claim, dispute or difference concerning the service and any matter arising from it.

**Complaints:** We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things right as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything your are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible. Either call, write or email us on the details at the top of this document.

We aim to respond within 7 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

Where we cannot resolve your complaint using our own complaints procedure, as a Which? Trusted Trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event of a complaint arising and you wish to refer your complaint to them please contact **0333 241 3209** or via their website <http://www.disputeresolutionombudsman.org/which-trusted-traders-partnership/>

**General terms and conditions:** A letter of engagement accompanied by our standard terms and conditions will be provided at the start of any contract for works.

**Consumer Contracts (information, Cancellation and Additional Charges) Regulations 2013:**

**Notice of the Right to Cancel**

Under the above named regulation you have a right to cancel this contract during a period of 14 calendar days from the day this notice is sent or given to you. During that period if you choose to cancel the contact any money paid by you will be refunded.

However, if you have already given written approval for the work to begin before the end of the cancellation period you may be required to pay for goods or services already provided.

If you wish to cancel the contract you must do so in writing and deliver personally or send (which may be by electronic mail or post) this to the person named below. You may use the form below if you want to but you do not have to.

The notice of cancellation is deemed to be served as soon as it is posted or in the case of an electronic communication from the day it is sent.

Complete, detach and return this form only if you wish to cancel the contract.

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**Customer Cancellation Notice**

**Customer Name:**

**Customer Address:**

I/We hereby give notice that I/We wish to cancel my/our contract dated:

Customer signature \_\_\_\_\_

Date: \_\_\_\_\_

**This notice should be sent to: Sean O' Connor, O' Connor & Co Removals Limited, 45 Burwood Avenue, Mansfield, Nottinghamshire NG18 3DZ**

**Work commencing prior to the expiry of the Cancellation Period**

I/We agree that O' Connor & Co Removals Limited may commence work on \_\_\_\_\_(date), before my cancellation period has expired.

I understand that if I decide to cancel within fourteen working days, I may be asked to pay for any work that has been done prior to my cancellation.

Customer signature \_\_\_\_\_

Date: \_\_\_\_\_