

Norvid Company Ltd – Consumer Rights Information Sheet

Consumer Rights

Consumer is an individual who purchases products and services from a business. Consumer has got certain rights

Cancelling a service, you have arranged

If you have arranged services online, over the phone or by mail-order, you get a 14-day cooling-off period - for example, if I accepted your instructions for a notarial act over a phone or by email. During the 14 days, you can cancel the services for any reason and get your money back. You also get this cooling-off period if I provide the notarial services somewhere away from my business premises e.g. at your own home and the service costs £42 or more. Your cooling-off period begins the day after you enter into a contract with me - whether the contract is written down or if it is an oral contract.

If you have come into my business premises to arrange the service you will not get this cooling-off period.

Getting your money back

If you paid up front or made a deposit and cancel in the cooling-off period you will be entitled to receive all of the money back. The only exception is if you asked me for services to be provided during the cooling-off period, in which case I will keep what is necessary to cover the cost of services provided up until you cancelled.

If you did not pay me any money but I provided the services during the cooling-off period at your request, you will probably be expected to pay me for the work I have completed up to the cancellation.

Cancelling a service you arranged while on my business premises

If you have not formed a contract with me for the services you will not have to pay anything. If you have paid up front for the service or made a deposit you are entitled to get all of it back.

You may have entered into a contract with me even if there is nothing in writing, for example if you have accepted a quote, paid the fee or a deposit or verbally told me to go ahead with the service.

If you have formed a contract with me and you cancel, I may not refund you some or all the money you have paid me. In such a case I may:

- charge a cancellation fee
- hold some or all of your deposit to compensate for my financial loss e.g. where I set aside time to provide the service and I cannot book another job for the same period,

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- demand money if my loss due to your cancellation is not covered by any deposit.