

Consumer Contracts Regulations 2013

Express Request

The Consumer Contracts {Information, Cancellation and Additional Charges} Regulations 2013 came into effect in June 2014 and are relevant to domestic/consumer contracts.

For 'off-premises' and 'distance' sales contracts the cancellation period starts when the customer signs the contract and ends 14-days after all of the goods relating to the contract are delivered to the customer's home.

There can be occasions however, when both the company and the consumer want the work to start within the cancellation period. Under the regulations the consumer can make an 'express request' confirming that they are happy for work to begin within the "cancellation period".

Please note: if you make an 'express request' for the work to start, you can still cancel within the cancellation period if the installation is not completely finished. However, if you do cancel after making the 'express request' you will be liable for any work performed up to the point of cancellation.

The regulations state that an express request must not be included as a section within the printed contract form or order form and must be a separate document.



Express Request for Work to Commence

By signing and returning this document you are providing your agreement in writing to enable us to commence work within the cancellation period which starts when the customer signs the contract and ends 14-days after all of the goods relating to the contract are delivered to the customer's home.

Please note: if you consent for work to begin within the cancellation period and you later exercise your right to cancel you will be liable for the cost of work performed up to the point of cancellation. You will also lose the right to cancel the contract within the cancellation period when the installation is finished. When this occurs, the company can charge the full contract price.

To Creativ Energy, Unit 8 Flag Business Exchange, Peterborough, PE1 5TX
Email customerservice@creativuk.co.uk
Tel 0800 368 8150

I/We understand that signing this document does not affect my/our right to cancel the contract in the cancellation period which starts when I/we sign the contract and ends 14-days after all of the goods relating to the contract are delivered to my/our home.

I/We hereby give express consent for Creativ Energy to commence work on the agreed installation date.

Name(s)	<input type="text"/>	
	<input type="text"/>	
Address	<input type="text"/>	
	<input type="text"/>	
	<input type="text"/>	
Signature(s)	<input type="text"/>	<input type="text"/>
Date	<input type="text"/>	