

# RAPTOR RAINWATER SYSTEMS, TERMS AND CONDITIONS

1. This contract may be subject to a technical survey which may be carried out within 14 days of the signing of this contract. If the technical survey reveals adverse conditions which make the performance of the contract impractical the Company will be entitled to cancel the contract. Written/verbal notice will be given setting out the reasons, to the Customer to this effect immediately refunding any deposit paid. Without limitation an example of why the Company may cancel the agreement is that works above first floor level or to a conservatory may be too dangerous to carry out. The Company will act in good faith if it wishes to cancel the contract. If the Company does not carry out the work the Company has agreed to either (a) by the date agreed in writing or (b) where there is no such agreement, within a reasonable time of this agreement, you may write to the Company stating that the Company has a reasonable time in which to complete the works. If the work has not been completed by that date, you may cancel this agreement but you will remain responsible to pay the Company for any work that has been carried out.
2. The Company intends to rely upon the written terms set out here and on the other side of this document. If you require any changes please make sure you ask for these to be put in writing. In that way we can avoid any problems surrounding what the Company and you, the Customer, is expected to do.
3. Any claim by you, the customer (named person overleaf) in respect in respect of a dispute on the service/works carried out or the quality of materials used MUST be notified in writing to the company, Raptor Rainwater Systems, by registered post within 28 days of the service/intallation. If you do not notify the company accordingly, you shall not be entitled to claim against the company and the company shall have no liability for any defect or failure and you shall be bound to pay the price as initially stated.
4. After this agreement is made it may not be amended except in writing signed by both the company and the customer.
5. The benefit of this agreement is capable of transfer or other disposal by the company to any third party in whole or in part. The benefit of this agreement may be transferred by you upon any change of ownership of the property with our written authority which will not be refused without good reason.
6. Should act of god, War of the King's enemies or act of parliament or other Government action, strike action, postal delay, extreme weather conditions, force majeure, disaster conditions or any other reasons beyond the control of the Company occur this shall not be deemed a breach of this agreement by the Company or the customer, nor shall either party be entitled to receive damages for it but all dates mentioned shall be correspondingly postponed until the Company has fulfilled its outstanding obligations under this agreement
7. All items supplied by the company remain the property of the company until they are paid for in full.
8. It is our responsibility to supply you with the goods that meet your consumer rights. If you have any concerns that we have not met our legal obligations please contact us. If you still feel you are a dissatisfied customer a complaints charter is available upon request. Nothing in these terms affects the customer statutory rights.
9. **PRIVACY POLICY**, please see our website, [www.raptorsystems.co.uk](http://www.raptorsystems.co.uk). for full privacy policy details.
10. **Right to Cancel.** You have the right to cancel this contract within 14 days without giving any reason. To exercise the right to cancel you must inform Raptor Rainwater Systems Ltd., Holmlea, Vicarage Lane, Wilpshire. BB1 9HX, Tel. 07445 444333, E. [info@raptorsystems.co.uk](mailto:info@raptorsystems.co.uk). [www.raptorsystems.co.uk](http://www.raptorsystems.co.uk) of your decision to cancel this contract by a clear statement (e.g. a letter sent by post or email). You may use the form below but it is not obligatory.

If you requested to begin the performance of service during the cancellation period, you shall pay us an amount which is in proportion to what has been performed.

## CANCELLATION FORM

To: Raptor Rainwater Systems [www.raptorsystems.co.uk](http://www.raptorsystems.co.uk). I/we hereby give notice that I/we wish to cancel the

contract of sale of the following goods/for the supply of the following services

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Ordered on ..... Received on ..... Name and Address .....

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Signed ..... Date .....