Terms of Business

Applies to contracts formed on or after 1 November 2026

Key points in plain English

Here are the main things to know before you go ahead. The full Terms of Business follow below. They are also available at redwoodkitchens.co.uk/legal/terms/, and if you need them in larger print or another format that suits your needs, please ask.

- **What's included.** Your Pricing Document, approved drawings and specifications set out what we've agreed. Showroom examples and design visuals help you picture the result.
- **When your contract starts.** If your project includes furniture, your kitchen contract starts when we receive the full furniture deposit. If there's no furniture, it starts when you accept the Pricing Document in writing or make the first payment it asks for, whichever comes first. A separate design agreement starts when you pay the design fee.
- **When we order.** We order goods or start making them only after you approve the final Order Confirmation in writing.
- **Changing your mind.** Whether you have a legal right to cancel depends on how you agreed the contract and what you ordered. If the right applies, the deadline is usually 14 days after you receive the last of your goods, or 14 days after your contract starts for services only. For design work agreed separately, it's usually 14 days after you pay the design fee. Items made to your measurements or clearly personalised are generally outside this change-of-mind right.
- **Prices and extra work.** Furniture and specified material prices are fixed once you approve the final Order Confirmation, subject to the agreed pricing conditions. If extra work is needed, we normally agree the change and price with you in writing first. If a small change is urgent and we can't reach you, we may go ahead within the agreed limits and tell you as soon as reasonably possible.
- **Installation dates.** We give you an estimated timescale and confirm your installation start date in writing once we know the delivery dates.
- **Final payment.** Your final payment is due at Practical Completion, when the agreed installation is substantially complete and your kitchen is safe and usable. Small finishing jobs can follow. If there's a significant issue affecting safety, function, the agreed design or reasonable use, tell us in writing. You can hold back a reasonable amount for that issue until it's resolved and pay the rest as agreed.
- **Warranties.** We cover our installation workmanship for 12 months from Practical Completion. Different warranty periods apply to furniture and Redwood Select products. See Ownership & Warranty for the cover that applies.
- **If something goes wrong.** Please talk to us first. Our complaints procedure explains what happens next and where you can get independent help.
- Your legal rights as a consumer apply in full.

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1. Definitions

1.1 "Supplier", "we", "us" means SystemXL Ltd, a company registered in England & Wales No. 11160526, registered office Redwood House, 81 Tamar Way, Wokingham, Berkshire, RG41 3UB, trading as Redwood Kitchens.
1.2 "Customer", "you" means the person or persons buying goods and/or services from the Supplier. Where the Customer is more than one person, obligations are joint and several, and notice given to one is notice to all.
1.3 "Design Agreement" means the separate agreement for design work formed under Clause 2.1. These Terms apply to it where relevant.
1.4 "Contract" means these Terms, the Pricing Document and the Project Documents.
1.5 "Pricing Document" means the written document issued by the Supplier setting out the scope, price and payment timetable for the project, whatever its title (for example Outline Pricing, Pricing Document or Order Confirmation). Each version supersedes earlier versions.
1.6 "Order Confirmation" means the final version of the Pricing Document, confirmed by the Customer under Clause 2.8, which is the definitive record of the agreed scope and Contract Value.
1.7 "Project Documents" means the documents defining the agreed project, including the Pricing Document, approved drawings, specifications, product schedules, technical survey results, variation records and handover records. Project Documents take priority over verbal discussions, showroom examples and visuals. Design presentations, artist's impressions and other summaries are guides only. Where a drawing, visual or presentation differs from the Pricing Document, the Pricing Document is correct. Where documents conflict, we will resolve it with you in writing before the affected work proceeds.
1.8 "Contract Value" means the total price of the Contract, including VAT, as stated in the Order Confirmation and adjusted for any Variations.
1.9 "Variation" means any change to the agreed scope, goods or works. A **"Minor Variation"** is a Variation within the threshold in Clause 9.2.
1.10 "Day Rate" means the Supplier's day rate stated in the Pricing Document or, if not stated, provided on request.
1.11 "Commencement Date" means the date installation works are due to start, as confirmed in writing by the Supplier.
1.12 "Reasonable Standard" means the workmanship, function and finish reasonably expected of a competent fitted-kitchen installer, allowing for manufacturer tolerances and the conditions of an existing home.
1.13 "Material Issue" means an issue that materially affects safety, core function, the agreed design or the reasonable use of the kitchen. Ordinary snagging, adjustment and minor cosmetic points are not Material Issues unless their combined effect is material.
1.14 "Stage Completion" means the point at which a payment stage named in the Pricing Document (for example commencement of works, or installation of worktops) has been substantially completed to a Reasonable Standard so that the next stage can reasonably proceed. Minor snagging or adjustment items do not prevent Stage Completion unless together they amount to a Material Issue.
1.15 "Practical Completion" means the point at which the installation works are substantially complete to a Reasonable Standard and the kitchen is safe and usable for its intended purpose. For smaller projects (such as worktop, appliance, or tap replacement), it means the date the installation is complete and working safely.
1.16 "Ownership & Warranty" means the Supplier's Ownership & Warranty document published at redwoodkitchens.co.uk/kitchen-care/warranty/, in the version applying when the Contract is formed. Any later improvement to it also applies to you.

2. Design Stage and Formation of the Contract

2.1 Design Agreement. Design work is agreed separately from the supply and installation of your kitchen. A Design Agreement is formed when you pay the design fee stated in our design-fee confirmation, sent with these Terms and Schedule A attached, either to develop a concept plan for an existing room into a complete design and detailed project price, or to develop a plan for a new space, such as an extension, new build or a room where walls are removed.
2.2 What the design fee covers. The design fee covers the work described in the design-fee confirmation, including small adjustments to the plan, product, material and colour selection, a set of CAD renders and a detailed project price. Major design changes that need a new design version, and building works that need other professional fees, may be charged separately; we will agree any further fee with you in writing before starting that work.
2.3 Starting design work and your right to cancel. If you ask us in writing to start design work straight away, as set out in the design-fee confirmation, we will begin within the 14-day cancellation period. If you then cancel within that period, we will refund the design fee less a proportionate amount for the design work done before you told us. Once we have fully performed the Design Agreement, your right to cancel it ends, as you acknowledged in that request.
2.4 The design fee. Once earned, the design fee is not refundable, except where the law requires. If you go ahead with your kitchen, one design fee is credited on your invoice, unless you cancel the kitchen Contract within its cancellation period.
2.5 Your design. The design, drawings and renders remain ours under Clause 16.1 and are provided for a Redwood Kitchens project.
2.6 Forming the kitchen Contract. We send you a Pricing Document and these Terms before asking you to commit. We also give you the applicable cancellation information before you are bound. For a project with furniture, the Contract for the whole project is formed when we receive the full furniture deposit requested in the Pricing Document. If you pay the deposit in more than one part, the Contract is formed when we receive the last part. For a project without furniture, the Contract is formed when you accept the Pricing Document in writing or make the first payment it requests, whichever comes first.
2.7 Design refinement. Design refinement may continue at your written request after the furniture deposit is paid. Any changes will be recorded in a new version of the Pricing Document, which may change the Contract Value. If you cancel within the cancellation period, Clause 4.3 applies.
2.8 Ordering goods. We will order goods or start manufacture only after you have confirmed the final Order Confirmation in writing, either by signing it or by replying to the email that sends it. If a statutory cancellation period applies and you want us to start services before it ends, we will ask you to make a separate express request in writing for the services you want us to start.
2.9 Payments made before the Order Confirmation is confirmed. Until you confirm the Order Confirmation under Clause 2.8, we will not use your furniture deposit to order goods. If the project does not proceed to a confirmed Order Confirmation, we will refund the furniture deposit, less the reasonable design and administration costs we have actually incurred since it was paid, which we will show you. Before the Contract is formed, we may hold an installation slot provisionally and without charge, subject to availability. If you cancel within the cancellation period, Clause 4 applies instead of this clause.
2.10 Validity of pricing. Pricing Documents are valid for 30 days from issue. After that, we may issue revised pricing before accepting a furniture deposit.
2.11 Additional terms and offers. Some products and services have additional terms, which are set out in the Pricing Document for your order. Guide prices given before survey are indicative only; the Pricing Document sets the price. Any promotional offer applies on the terms published with it at the time of your order.

3. Price and Payment

3.1 Fixed prices. Prices for furniture and specified materials are fixed once the Order Confirmation is confirmed, provided the specification does not change, payments are made on time, delivery is not prevented by you and the rate of VAT does not change. If delivery is postponed at your request beyond the agreed date, supplier price increases arising after that date may be passed on, and we will show you them.
3.2 Installation prices. Installation prices are based on the survey and the conditions visible at the time. Additional work arising from existing conditions is dealt with under Clause 8.
3.3 Items not needed. Standard items and allowances in the Pricing Document that turn out not to be needed will not be charged. Made-to-order goods are charged as ordered. The final balance may therefore vary from the amount shown, up or down, in line with Clauses 8 and 9.
3.4 Time-based work. Where work is priced on a day, part-day or hourly rate, the actual time taken is charged at the agreed rate, plus materials used.

3.5 Stage payments. Payment stages, amounts, triggers and payment methods are set out in the Pricing Document. A stage payment falls due on Stage Completion of the relevant stage, which we will confirm to you in writing.
3.6 Overdue payments. If a payment is overdue, we will give written notice. If it remains unpaid 3 working days after that notice, we may suspend works under Clause 14.
3.7 Recovery costs. We may recover reasonable and proportionate costs necessarily incurred in recovering overdue payments.
3.8 Bank details and fraud. Our bank details are shown in your Pricing Document; please confirm them with us by phone before your first payment. They will not change during the Contract. We will never ask you to pay into a different account. If anyone does, do not pay, and contact us using details you already hold. A payment counts as made only when it reaches our account.

4. Cancelling or Ending the Contract
4.1 Right to cancel. If you have a statutory right to cancel under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you may cancel within the applicable cancellation period without giving a reason. Schedule A explains the deadline, how to cancel and what happens if you do. Any other rights you have to end the Contract or seek a remedy are dealt with separately in these Terms and under applicable law.
4.2 Goods made to your specification. The right to cancel does not cover goods made to your specification, such as made-to-order furniture, or any item cut, shaped or altered to your kitchen's measurements as part of the agreed specification. Unaltered standard items, such as appliances, are covered; if already delivered, you must return them or let us collect them, at your cost.
4.3 Services started at your request. If you expressly asked us to start specified services during the statutory cancellation period and then cancel, we may charge a proportionate amount for the services supplied up to the time you told us you were cancelling, where the law allows and we have given you the required information. We will leave the site safe, but are not required to reinstate a working sink or cooking facilities.
4.4 Refunds. We will refund you within 14 days of your notice, less any amount due under Clause 4.3, the cost of goods excluded under Clause 4.2, and any loss in value caused by handling beyond what is needed to inspect them. If you return goods yourself, we may wait until we receive them back or you show they have been sent, and refund within 14 days of that.
4.5 Ending the Contract for convenience. If you end the Contract for convenience, we may deduct from your payments, or recover from you, the reasonable costs we have actually incurred, net of any savings and each counted once: work done, design and administration time, goods ordered or made, supplier cancellation or restocking charges, and carriage. We will refund any balance and show you how it is calculated. This clause does not apply if you exercise a statutory right to cancel or have a legal or contractual right to end the Contract because of something we have done or failed to do.
4.6 Bespoke goods. Goods made to your specification before you cancel will be delivered, once paid for under Schedule 1 (Furniture) or Schedule 2 of the Pricing Document, to an accessible ground-floor location at your address. Delivery elsewhere is by agreement and may be charged. This completes our obligation to supply them.
4.7 Ending the Contract for our failure. You may end the Contract by written notice if: (a) we fail to start the works within 30 working days of the agreed Commencement Date without reasonable cause; or (b) a Material Issue you have notified to us in writing is not remedied within 30 working days of your notice, or any longer period needed for replacement goods that we confirm in writing. We will make any safety issue safe promptly. If you end the Contract under this clause, you pay for work completed and goods you keep, and we refund the balance.

5. Programme and Delays
5.1 Dates and timescales. Start dates and durations are estimates. The Order Confirmation gives an estimated timescale, and we will confirm the Commencement Date in writing once delivery dates are known. Time is not of the essence unless agreed in writing.
5.2 Delays outside our control. We are not responsible for delays caused by supplier or subcontractor availability, delayed or damaged goods, weather, unforeseen site conditions, delay caused by you, or other matters outside our reasonable control. We will keep you informed and minimise the impact.
5.3 Delays within your control. If works cannot reasonably proceed because of something within your control (for example access not provided, area not cleared or a decision not made), we will tell you. If the delay continues beyond one full working day, the Day Rate may be charged for the time lost. Where delivery or installation is postponed at your request, reasonable storage charges for goods held for you may also apply, and we will tell you before they start.
5.4 Events outside either party's control. Neither party is liable for delay or failure caused by events outside its reasonable control, such as supplier or manufacturer failure, product discontinuation, extreme weather, government restrictions, or fire or flood at the property. The affected party will notify the other promptly and take reasonable steps to limit the effect. If performance is prevented for a period that makes continuing impracticable, either party may end the Contract by written notice, and you will be refunded payments made less the value of work completed and goods specifically procured for you, which will be delivered to you.

6. Preparing for the Works
6.1 Access and preparation. You will provide safe and reasonable access, clear the agreed working areas before work starts, keep the water stopcock, gas meter and consumer unit accessible, keep children and pets away from the working area, provide a parking permit where needed, and provide a dry, secure area for storing delivered goods and materials until they are installed.
6.2 Permissions and consents. You are responsible for obtaining any planning permission, listed building consent, or landlord, freeholder or management company consent needed for the works before the Commencement Date. We will arrange building regulations notification for regulated gas and electrical work we carry out.
6.3 Protecting your home. Remove valuables, fragile items and personal belongings from the working area before work starts. We will protect floors and access routes with suitable coverings. Some dust and disruption is unavoidable during installation.
6.4 Condition record. We may photograph the property before work starts to record its condition. Please point out any existing damage in or near the working area.
6.5 Keys and access. Where you give us keys, alarm codes or key-safe access, you authorise entry for the purpose of the works and deliveries. We keep access details securely and only while the works are in progress.

7. Carrying Out the Works
7.1 Methods. We will use appropriate professional materials, methods and sequencing. If you have preferences about working arrangements, please tell us at the outset.
7.2 Subcontractors and specialists. We may use employees, subcontractors and specialist trades to carry out parts of the works. We remain responsible to you for the works under this Contract. Regulated work (such as gas and electrical work) is carried out and certified by appropriately registered specialists under their own scheme rules and technical standards, and certificates are provided to you with your completion documents. This does not reduce our responsibility to you.
7.3 Other contractors. We are not responsible for the work, materials or delays of other contractors you engage. Where we are principal contractor under the Construction (Design and Management) Regulations 2015, we carry out the duties of that role, and will agree coordination arrangements with you before work starts.
7.4 Working hours. Standard working hours are 07:00 to 18:30, Monday to Saturday (including bank holidays where you have given access). Other hours are by agreement.
7.5 Site facilities. You will allow our team reasonable use of water, electricity and toilet facilities during the works, at no charge.
7.6 Services during the works. Gas, electricity and water may be interrupted during works. We will reinstate services at the end of each working day unless agreed otherwise.
7.7 Waste. Waste removal is included up to the capacity stated in the Pricing Document. Additional waste removal will be charged.
7.8 Signage. We may display temporary signage at the front of the property during works.
7.9 Goods you supply. Where you supply goods, appliances or materials for us to install, we are not responsible for their defects, compatibility or performance. Additional work needed because of them is a Variation.

8. Existing Conditions and Hazards
8.1 Hidden conditions. Existing homes can hide conditions that are not visible at survey, such as concealed defects, out-of-level surfaces, unsuitable substrates, concealed services, structural irregularities or previous poor workmanship. We are not responsible for these conditions. Where they materially affect the works, the additional work needed is a Variation.
8.2 Adjacent surfaces. Where we have used reasonable skill and care, we are not responsible for unavoidable disturbance to adjacent surfaces (such as wall tiles, decoration or floor coverings) caused by removing or installing items.
8.3 Existing fittings. Existing stopcocks, isolation valves, pipework and fittings can fail when operated or disturbed, even with reasonable care. We are not responsible for such failure of pre-existing items, and replacing them is a Variation. We will tell you before carrying out any replacement, except where urgent action is needed to prevent damage.
8.4 Existing gas and electrics. If the existing electrical or gas installation does not meet the standard required for our specialists to certify the new work, we will tell you before proceeding. Any remedial work needed is a Variation.
8.5 Hazards and asbestos. If we find or reasonably suspect asbestos or another hazardous material, or an unsafe condition, work in the affected area will stop and we will tell you. You are responsible for arranging and paying for any specialist survey, removal or remediation. Work resumes once a competent person confirms it is safe. Any resulting extra work is a Variation, and any resulting delay is dealt with under Clause 5.

9. Variations
9.1 Agreeing Variations. Variations must be agreed in writing before the work is done. Written agreement includes email, text or messaging confirmation and signed variation records.
9.2 Urgent Minor Variations. Where safety, continuity, prevention of damage or practical progress requires immediate action and you are not reasonably available, we may carry out a Minor Variation without prior agreement, up to 0.6% of the Contract Value per occasion, with a minimum of £150. Minor Variations made this way will not exceed 3% of the Contract Value, or £150 if greater, in total without your written agreement. All amounts in this clause include VAT. We will tell you in writing as soon as reasonably practicable.
9.3 Other Variations. Any other Variation needs your written agreement. If you are not available, the affected work may pause until you confirm.
9.4 Changes after ordering. Changes requested after goods have been ordered may incur the supplier's actual handling, restocking or remake charges, which we will tell you before proceeding.

10. Ownership and Risk
10.1 Ownership. Goods remain our property until paid for in full.
10.2 Risk. Risk in goods passes to you when you, or someone you nominate, take physical possession of them. From then on, you are responsible for their security and for loss or damage not caused by us. We remain responsible for goods while they are in our care, and will take reasonable care when storing and positioning materials in your home.

11. Practical Completion and Handover
11.1 Handover record. Practical Completion is recorded on the Practical Completion & Handover Record, together with any snagging or follow-up items and how they will be dealt with.
11.2 Final payment. The final payment is due at Practical Completion. Minor snagging, adjustments, manufacturer visits, additional requests and warranty matters do not prevent Practical Completion and are not grounds for withholding the final payment. We will complete agreed follow-up items through our aftercare process.
11.3 Material Issues at handover. If you believe a Material Issue exists at Practical Completion, tell us in writing. You may withhold an amount that is reasonable and proportionate to that Material Issue until it is resolved; the rest of the final payment remains due. We will not suspend works, end the Contract or charge recovery costs on an amount reasonably withheld. Disagreements are dealt with under Clause 15.

12. Warranties
12.1 Our warranties. Our warranties are set out in Ownership & Warranty, which forms part of this Contract. A copy is provided with your Pricing Document and again at Practical Completion, and is available on our website. Installation workmanship is warranted for 12 months from Practical Completion.
12.2 Making a claim. Warranty claims are subject to the reporting, care and assessment provisions in Ownership & Warranty.
12.3 Inspection. Before an item is repaired, removed or dismantled, we may inspect it and take photographs to assess the claim, unless urgent action is needed to prevent further damage.
12.4 Third-party products. Appliances, sinks, taps, flooring and other third-party products carry their manufacturer's or supplier's warranty. We will reasonably assist with valid claims for products we supplied.
12.5 Transfer. Our warranties transfer to a later owner of the property as set out in Ownership & Warranty.
12.6 Statutory rights. Our warranties are in addition to, and do not limit, your statutory rights under the Consumer Rights Act 2015.

13. Our Liability
13.1 Liability we do not limit. Nothing in this Contract limits our liability for death or personal injury caused by negligence, for fraud or fraudulent misrepresentation, or for anything else that cannot be limited by law.
13.2 Foreseeable loss. We are responsible for loss or damage you suffer that is a foreseeable result of our breach of this Contract or our failure to use reasonable care and skill. We are not responsible for loss that was not foreseeable when the Contract was made, or for business losses.
13.3 Liability cap. Subject to Clauses 13.1 and 13.4, our total liability under the Contract is limited to the Contract Value (or, for a Design Agreement alone, the design fee).
13.4 Damage to your property. Clause 13.3 does not limit our liability for physical damage to your property caused by our negligence or by defective goods we supplied, for which we hold public liability insurance.

14. Suspension and Termination
14.1 Suspension. We may suspend works by written notice where a payment is overdue (after the notice in Clause 3.6), the site is unsafe, reasonable access is repeatedly not provided, or you are otherwise in material breach of the Contract. Where the suspension is caused by you, the Day Rate may apply.
14.2 Abuse or threats. We may end the Contract immediately by written notice if you, or someone on your behalf, are abusive, threatening or violent towards us, our staff or subcontractors.
14.3 Material breach. We may end the Contract by 3 working days' written notice if you materially breach the Contract and do not remedy the breach within that period.
14.4 Breakdown of the relationship. We may also end the Contract by 3 working days' written notice if the working relationship has broken down so that continuing is not reasonably practicable. Before doing so, we will set out our concerns in writing and give you a reasonable opportunity to respond. If we end the Contract on this ground, you will pay only for work completed and goods ordered for you, which will be delivered to you. We will leave the site safe.
14.5 Bankruptcy. We may end the Contract immediately if you are made bankrupt or enter an individual voluntary arrangement.
14.6 Payment on suspension or termination. When we suspend or end the Contract under this clause (other than under Clause 14.4), you remain liable for work completed, goods ordered or delivered and reasonable costs incurred to that date. You will give us reasonable access to collect our tools, equipment and any unpaid goods not yet fitted. Our right to payment under this clause continues after the Contract ends.

15. Complaints and Dispute Resolution
15.1 Talk to us first. Please raise any concern with us first. Most matters are resolved quickly and directly.
15.2 Formal complaints. Formal complaints are handled under our Complaints Procedure at redwoodkitchens.co.uk/legal/complaints/. We will acknowledge a complaint within 5 working days and aim to give a full written response within 20 working days.
15.3 Independent help. If we cannot resolve your complaint, we will tell you in writing and will consider referring it to an accredited Alternative Dispute Resolution provider. Either of us can also ask for an independent BIFIS inspection. This does not affect your right to take the matter to court.
15.4 BIFIS. SystemXL Ltd is an official BIFIS Partner (R050151), and our installers are BIFIS registered and independently accredited. They work to an approved industry standard and comply with the BIFIS Code of Conduct.

16. Intellectual Property and Personal Information
16.1 Copyright. Drawings, plans, designs, renders, specifications and documents we produce remain the copyright of SystemXL Ltd. They are provided for your project and must not be passed to others or copied for another purpose without our written permission. You may share them with your advisers, insurers, other trades working on the project and any later buyer of the property. Materials that include third-party content, such as supplier images and brochures, remain the property of their owners.
16.2 Photographs and records. We take photographs and keep records before, during and after the works for project delivery, quality, warranty and evidence purposes. We will only use identifiable images of your home for marketing with your permission.
16.3 Personal information. We handle personal information in line with our Privacy Notice at redwoodkitchens.co.uk/legal/privacy/.

17. General
17.1 Entire agreement. The Contract is the entire agreement between us and replaces earlier discussions and representations. Documents referred to in these Terms apply in the version in force when the Contract was formed, and will not be changed to your detriment without your written agreement.
17.2 Changes. Changes to the Contract must be in writing and agreed by both parties.
17.3 Notices. Notices under the Contract may be sent by email or message to the other party's last known contact details and are treated as received at 09:00 on the next working day after sending. If you tell us a notice was not received, we will send it again by another means. This does not apply to notice of cancellation, which is effective when sent.
17.4 Severability. If any part of these Terms is found to be unenforceable, the rest remains in force.
17.5 Third parties. No one other than you and us has any right to enforce these Terms, except that a later owner of the property may rely on the warranty transfer provisions of Ownership & Warranty.
17.6 Interpretation. Headings do not affect interpretation. "Including" means "including without limitation".
17.7 Governing law. These Terms are governed by the law of England and Wales, and the courts of England and Wales have jurisdiction.

Schedule A — Cancellation Information and Model Cancellation Form
Your right to cancel
This schedule explains your change-of-mind rights where the statutory right to cancel under clause 4.1 applies.
You have the right to cancel this contract within 14 days without giving any reason. The cancellation period ends 14 days after the day you receive the goods (or the last of them, if they are delivered on different days). If your contract is for services only, it ends 14 days after the day the Contract is formed (see Clause 2.6). If you have a Design Agreement only, the cancellation period ends 14 days after the day you pay the design fee.
To exercise the right to cancel, you must inform us — SystemXL Ltd trading as Redwood Kitchens, Redwood House, 81 Tamar Way, Wokingham, Berkshire, RG41 3UB; telephone 0118 321 8286; email hello@redwoodkitchens.co.uk — of your decision to cancel by a clear statement (for example a letter or email). You may use the model cancellation form below, but it is not obligatory.
To meet the cancellation deadline, it is sufficient for you to send your communication before the cancellation period has expired.

Effects of cancellation
If you cancel, we will reimburse all payments received from you, without undue delay and not later than 14 days after the day we are informed of your decision. We will use the same payment method you used, unless you expressly agree otherwise, and you will not incur any fees as a result. If you return goods yourself, we may withhold reimbursement until we have received them back or you have supplied evidence of having sent them back, whichever is earlier. This does not apply if we collect them.
If you asked us to begin services during the cancellation period, you must pay an amount proportionate to what has been provided until you told us you were cancelling, compared with the full coverage of the Contract.
If goods have already been delivered, you must return them or allow us to collect them without undue delay and no later than 14 days after telling us you are cancelling. You will bear the direct cost of returning them. For items that cannot be returned by post, such as appliances, we estimate this at up to £95 for the first item and £40 for each additional item collected on the same trip. If we collect, we will confirm the charge with you before collection. If an item has been installed, we will disconnect it safely when we collect it; this is included in the estimate above. You are only liable for any diminished value of the goods resulting from handling other than what is necessary to establish their nature, characteristics and functioning. This may include reasonable costs of cleaning and repackaging so the goods can be resold.
Goods made to your specification or clearly personalised are not covered by the right to cancel.

Model cancellation form
(Complete and return this form only if you wish to cancel the contract.)

To: SystemXL Ltd trading as Redwood Kitchens, Redwood House, 81 Tamar Way, Wokingham, Berkshire, RG41 3UB · hello@redwoodkitchens.co.uk

I/We hereby give notice that I/We cancel my/our contract for the supply of the following goods and services:
Agreement being cancelled: Design Agreement / Kitchen Contract / both
Project reference:
Ordered on (date furniture deposit or design fee paid):
Name of customer(s):
Address of customer(s):
Signature of customer(s) (only if this form is notified on paper):
Date: