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Terms and Conditions: Hoole Handyman (HH)

1. Parties, Definitions and Interpretation

- "**Client**" means the person(s) for whom the Works are to be carried out.
- "**HH**" means Hoole Handyman.
- "**Contract**" means the agreement between the Client and HH to carry out the Works.
- "**Quotation**" means the quotation cost of labour and materials for the Works.
- "**Works**" means the services described in the Quotation, either in writing (including email/text) or verbally.

2. Right to Cancel (The "Cooling-Off" Period)

- **Statutory Right:** In accordance with the *Consumer Contracts Regulations*, the Client has the right to cancel this Contract within **14 days** (the "cooling-off period") without giving any reason. This period begins the day the Contract is entered into.
- **Bespoke Goods:** The right to cancel does **not** apply to "Bespoke Goods"—items made to the Client's specific measurements or uniquely personalized (e.g., custom-cut timber, mixed paint). Full payment for Bespoke Goods is required after the 14-day cooling-off period or once production has commenced via an express waiver.
- **Non-Bespoke Goods:** For standard, off-the-shelf goods, if the Client cancels within the 14-day window after goods have been ordered, HH reserves the right to charge a **return and restocking fee** to cover supplier costs.

3. Quotations and Payments

- **Validity:** Quotations are valid for 14 calendar days from the date of issue.
- **Deposits:** In the normal course of business, HH will not request a deposit. HH reserves the right to require a **30% initial payment** for all Works valued at £500 and above.
- **Material Costs:** Materials may be supplied by either HH or the customer. HH will apply a 10% surcharge to retail goods purchased and supplied by HH. Trade goods will be supplied at list price.
- **Payment Terms:** Payment is due upon completion. Unless agreed otherwise, payment must be made within two calendar days via cash, credit card, or bank transfer.
- **Late Payment:** HH reserve the right to charge interest daily at 2% above the Bank of England base rate on any overdue amounts.

4. Cancellation Outside the Cooling-Off Period

If the Client cancels after the 14-day cooling-off period has expired, or after signing the waiver to begin work immediately, the following charges apply based on the commencement date:

- **More than 48 hours notice:** 15% of the accepted quotation.
- **Less than 48 hours notice:** 25% of the accepted quotation.

5. General Liabilities & Guarantees

- **Access:** The Client must provide clear and safe access; failure to do so may result in the Client being liable for the full Quotation or the first half-hourly rate.
 - **Guarantee:** HH guarantees completed Work for **twelve calendar months** from completion, excluding parts/materials which are covered only by the manufacturer's guarantee.
 - **Waste:** Unless agreed otherwise, the Client is responsible for the removal of all waste materials.
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Express Request & Waiver Form

Instruction: Complete this section only if you want Hoole Handyman to start work or order bespoke materials **before** the end of your 14-day cooling-off period.

Customer Declaration: I, _____ (Client Name), hereby request that Hoole Handyman (HH) begins the Works and/or orders materials for my project immediately.

I acknowledge and agree that:

1. I am expressly requesting the service to begin before the end of the statutory 14-day cooling-off period.
2. **Bespoke Goods:** I understand that once bespoke or custom-made materials are ordered or production has begun, I lose my right to cancel the order for those specific items.
3. **Services Provided:** If I cancel after work has started but within the 14-day window, I will be liable to pay for all labour and non-bespoke materials provided up to the point of cancellation.
4. If the service is fully completed within the 14-day period, my right to cancel is lost entirely.

Client Signature: _____

Date: //2026