Cooling-off Period – information that Members must provide to their Customers

The following paragraph must be included within your quotation pack i.e. either on the
quotation itself, covering letter/email, leaflet etc.:

Cooling-off period
As a consumer, you have certain rights to cancel this contract with us if the agreement between us has been finalised in a particular way. If we have agreed the contract for removals away from our own premises (for example, at your house) or over the telephone or by email (without having been to your house first), you have the right to cancel the contract within 14 days. This is known as a cooling-off period. However, if you want to schedule the removals date within the 14-day period, you would need to forego this cooling-off period. If the above exception is applicable to this removal, we will highlight this to you, and ask you to tick the box on the 'acceptance of quotation' form to confirm your request to have the removal carried out within the 14-day period.

In addition, the following wording and tick box must be displayed on your acceptance forms: ☐

I confirm that I want my removals date to be within 14 days of this contract, and understand that the 14-day cooling-off period will not apply in my case, as advised in my quotation.

For further guidance, please see the Member Guidance Documents available on our website
or, contact compliance@bar.co.uk