



Terms & Conditions of Business (Consumer)

These Terms and Conditions are the standard terms which apply to the provision of Services by Pro Woodwork Installations Limited (“the Trader”) to customers who require carpentry services to be provided at their home. Please read them carefully and ensure that you understand and agree to them. If you have any questions, please contact us.

These Terms and Conditions apply where the customer is a “Consumer” as defined by the Consumer Rights Act 2015.

1. Definitions and Interpretation

1.1 In these Terms and Conditions, unless the context otherwise requires, the following expressions have the following meanings:

“Agreed Times”	means the times which You and We agree for the Carpenter to have access to the Property to complete the Job;
“Agreement”	means the contract into which You and We will enter if You accept the Estimate. The Agreement will incorporate, and be subject to, these Terms and Conditions.
“Carpenter”	means Us or Our employee who will be responsible for providing the Carpentry Services;
“Carpentry Services” or “Services”	means the services We will provide as specified in the Agreement;
“Business”	means any business, trade, craft or profession carried on by Us or any other person or organisation;

“Consumer”	means a “consumer” as defined by the Consumer Rights Act 2015, and in relation to these Terms and Conditions means an individual customer of the Trader who receives Services for their personal use and for purposes wholly or mainly outside the purposes of any Business;
“Deposit”	means the deposit You may be required to pay in accordance with Clause 5;
“Final Fee”	means the total of all sums You must pay which will be shown on the invoice issued in accordance with Clause 6 of these Terms and Conditions.
“Job”	means the complete performance of the Carpentry Services;
“Order”	means Your initial request for Us to provide the Services as set out in Clause 4;
“Products”	means the products required for the provision of the Services which We will supply (if any) as specified in the Agreement;
“Property”	means Your home, as detailed in the Order and the Agreement, at which the Job is to take place;
“Estimate”	means the Estimate We give to You in accordance with Clause 4 detailing the services We will provide to You and the fees We will charge;
“Quoted Fee”	means the fee set out in the Estimate which may change according to the actual work undertaken as set out in Clause 6 of these Terms and Conditions;
“Start Date”	means the date You and We agree on for Us to start providing the Services as specified in the Agreement;
“Visit”	means any occasion on which the Carpenter visits the Property to provide the Services;
“We/Us/Our”	means the Trader and includes all employees, agents and sub-contractors of the Trader;
“Work Area”	means the part of the Property where the Services are to be provided;
“You/Your”	means a Consumer who is a customer of the Trader.

- 1.2 Each reference in these Terms and Conditions to “writing”, and any similar expression, includes electronic communications whether sent by e-mail, text message, letter or other means.
- 1.3 Each reference to a statute or provision of a statute is a reference to that statute or provision as amended or re-enacted at the relevant time.
- 1.4 Each reference to “these Terms and Conditions” is a reference to these Terms and Conditions.
- 1.5 Each reference to a Schedule is a reference to a schedule to these Terms and Conditions.

- 1.6 The headings used in these Terms and Conditions are for convenience only and do not affect the interpretation of these Terms and Conditions.
- 1.7 Words signifying the singular number will include the plural and vice versa.
- 1.8 References to any gender will include any other gender.
- 1.9 References to persons, unless the context otherwise requires, include corporations.

2. **Information about Us**

- 2.1 We are a Private Limited Company.
- 2.2 We trade under the name PWI Limited.
- 2.3 We are registered in England and Wales under number 13894861
- 2.4 Our registered office is at 29 Cedars Road, Beckenham, England, BR3 4JG
- 2.5 Our VAT number is 430308341

3. **Communication and Contact Details**

- 3.1 If You wish to contact Us with questions or complaints, You may contact Us by email at info@pwilimited.co.uk
- 3.2 In certain circumstances You must contact Us in writing (as stated in various Clauses throughout these Terms and Conditions). When contacting Us in writing You may use the following methods:
 - 3.2.1 contact Us by email at info@pwilimited.co.uk or
 - 3.2.2 contact Us by post at PWI Limited, 29 Cedars Road, Beckenham, England, BR3 4JG

4. **Orders**

- 4.1 We accept enquiries for Carpentry Services via Telephone, Email and Website.
- 4.2 When placing an enquiry You should set out, in detail, the Services required.
- 4.3 Once the enquiry is complete and submitted We will complete a site visit (if necessary) and prepare a Estimate sending it to You by email. The Estimate will set out the required Deposit and fee (see Clauses 5 and 6).
- 4.4 If We cannot accept your enquiry, We will inform you of this in writing.
- 4.5 You may make changes to the Estimate before accepting it.
- 4.6 You may accept the Estimate by emailing Us within 30 Days after the date We issue the Estimate.
- 4.7 Any error in estimations are subject to corrections by Us prior to a Deposit Invoice being sent

- 4.8 When (but not before) You have returned the Estimate, and You have paid the Deposit via the initial invoice, a legally binding contract between You and Us will be created for Us to provide the Services and for You to pay for them.
- 4.9 If you wish to change your Order after accepting the Estimate, please contact Us and We will tell you whether or not the change can be accommodated, along with any changes to the fees payable as a result. If we cannot accommodate the changes or the changes to the fees or other matters are not acceptable to you, you may cancel in accordance with Clause 13 and/or 14.

5. **Deposit**

- 5.1 At the time of accepting the Estimate or not more than 7 Days thereafter, depending on the nature of the work and any specialist Products required in advance, You will be required to pay Us a Deposit. The Deposit will be a minimum of 50% of the Quoted Fee. We will not confirm an Order until the Deposit is paid in full.
- 5.2 If you cancel the Services, We will retain all of the Deposit as set out in Clauses 13, 14 and 15.

6. **Fees and Payment**

- 6.1 The Quoted Fee will include the price payable for the Services and for the estimated Products required.
- 6.2 We will where reasonably possible use only the Products (and quantities of Products) set out in the Estimate and the Agreement; however, if additional Products or work is required, We will adjust the Final Fee to reflect this. We will keep You informed at all times and will not proceed without your agreement.
- 6.3 Storage for items pertaining to your installation may be chargeable, should the project not commence on the planned commencement date due to a request from You. You will be advised of the charge should this be applicable.
- 6.4 If the price of Products or services increases during the period between Your acceptance of the Estimate and the Start Date, We will inform You of the increase and of any difference in the Final Fee. If You do not wish to accept the increase, You may cancel and receive a full refund of all sums paid including, where applicable, the Deposit.
- 6.5 The Quoted Fee and the Final Fee are inclusive of VAT. If the rate of VAT changes We will adjust the amount of VAT that You must pay.
- 6.6 We will invoice You when the Job has been completed.
- 6.7 You must pay any invoice within 7 Days of receiving it.
- 6.8 We accept the following methods of payment:
 - 6.8.1 Debit Cards
 - 6.8.2 Bank Transfer
 - 6.8.3 PayPal

- 6.9 If You do not pay an invoice by the due date We may charge You interest on the overdue sum at the rate of 8% above the base rate of Bank Of England from time to time until payment is made in full. Interest will accrue on a daily basis from the due date until the actual date of payment, whether before or after judgment.
- 6.10 If You have promptly contacted Us to dispute an invoice in good faith We will not charge interest while such a dispute is ongoing.

7. Carpentry Services

- 7.1 Before We start the Job, We will carry out a full inspection of the Property to check that the Carpentry Services are appropriate for the Property, practical and can be carried out safely.
- 7.2 We will provide the Services in accordance with the specification set out in the accepted Estimate.
- 7.3 We may provide sketches, plans, diagrams or similar documents in advance of the Job. Any such material is intended for illustrative purposes only and is not intended to provide an exact specification of the Job nor to guarantee specific results.
- 7.4 We will use reasonable endeavours to ensure that the Products We use match those chosen by You and are consistent throughout the Property (or relevant parts of the Property). There may be slight variations to the same Products as a result of differences between photographs, catalogues and other materials, and the Products themselves, or as a result of minor technical changes which will not impact your use of the Product in question. Product packaging may also vary. If different Products are required due to non-availability, We will not supply them without consulting with You first, in advance of the Job. If You do not wish to accept the alternative Products, You may cancel and receive a full refund of all sums paid including, where applicable, the Deposit.
- 7.5 We will ensure that all Products comply with any relevant standards and are in a satisfactory condition at the time of use.
- 7.6 We will ensure that the Services are performed with reasonable care and skill and to a reasonable standard which is consistent with best trade practice.
- 7.7 We will ensure that We comply with all relevant codes of practice.
- 7.8 We will properly dispose of all waste that results from Our provision of the Services.
- 7.9 If We cause any damage during the course of the Job We will repair the damage before completing the Job.
- 7.10 Where a Job is to last for more than one working day, the Carpenter will where reasonably possible leave the Property in a clean and tidy state and minimise any disruption to Your use and enjoyment of the Property while work is being carried out. We will wherever possible store all tools and materials only in the Work Area or remove them from the Property at the end of each working day. We are not responsible for any internet disconnection due to installation.
- 7.11 Upon the completion of the project we like to use photographs of the

work we have undertaken on Your property from commencement to conclusion on our social media platforms and in our advertising. Unless You specifically advise us otherwise, we have your consent to do this.

8. Faulty Products

- 8.1 If any Products are supplied in the course of Us providing the Services, and You discover a defect with one or more of those Products or if the Product or Products have been incorrectly described, You should inform Us using the contact details above in Clause 3. Faulty Products exclude but are not limited to: discolouration due to sunlight, delamination of Vinyl doors (this is covered by the manufactures guarantee), shrinkage/expansion of timber due to climate, movement or shrinkage of caulk or sealant over time as these are natural events due to the products used. Where there are damages to prefinished furniture based on a manufacturing fault (of which we will advise You of these as soon as we are aware of any), reasonable payments are still to be made whilst awaiting for the damages to be fixed.
- 8.2 Within the first 30 calendar days, You are entitled, at Your option, to a full refund, to keep the faulty Product(s) at a reduced price, or to a repair or replacement.
- 8.3 After the first 30 calendar days, and for the first six months, We will, at Our option, repair or replace any defective Products or, if a repair or replacement is not practicable or possible, or if a repair or replacement is unsuccessful, You are entitled to a full refund. Alternatively, You may keep the Product(s) at a reduced price. This right may not apply if We can prove that the defect has been caused deliberately or negligently by You, or as a result of Your failure to follow instructions given by the Carpenter or as included with the Product.
- 8.4 If any Product develops a fault, You must prove that the Product in question was faulty at the time We supplied it and You took ownership of it. You may be entitled to a repair or replacement, or to a partial refund depending upon the nature of the Product and how long it can reasonably be expected to last.

9. Problems with Our Service

- 9.1 If there is a problem with the result of the Services, i.e. they have not been provided with reasonable care and skill, You are entitled to ask Us to repeat or fix the service, or to get a price reduction if this is not possible.
- 9.2 We always use reasonable efforts to ensure that Our provision of the Services is trouble-free. If, however, there is a problem with the Services We request that You inform Us as soon as is reasonably possible. We will use reasonable efforts to remedy problems with the Services as quickly as is reasonably possible and practical.
- 9.3 As a consumer, You have certain legal rights with respect to the purchase of goods or services. For full details of your legal rights and guidance on exercising them, it is recommended that You contact your local Citizens Advice Bureau or Trading Standards Office.

- 9.4 If We do not perform the Services with reasonable skill and care, You have the right to request repeat performance or, if that is not possible or done within a reasonable time without inconvenience to You, You have the right to a reduction in price.
- 9.5 If the Services are not performed in line with information that We have provided about them, You also have the right to request repeat performance or, if that is not possible or done within a reasonable time without inconvenience to You (or if Our breach concerns information about Us that does not relate to the performance of the Services), You have the right to a reduction in price.
- 9.6 If for any reason We are required to repeat the Services in accordance with Your legal rights, We will not charge You for the same and We will bear any and all costs of such repeat performance. In cases where a price reduction applies, this may be any sum up to the full fees payable for the Job and, where You have already made payment(s) to Us, may result in a full or partial refund. Any such refunds will be issued without undue delay (and in any event within 14 calendar days starting on the date on which We agree that You are entitled to the refund) and made via the same payment method originally used by You unless You request an alternative method.

10. **Your Obligations**

- 10.1 If any consents, licences or other permissions are needed from any third parties such as landlords, planning authorities, local authorities or similar, You must obtain them before We begin to provide the Services.
- 10.2 If any party wall agreements are needed, You must enter into those agreements before we begin to provide the Services.
- 10.3 Should any work need to be completed, prior to Us commencing our installation, these must be completed by a competent and qualified technician. Any recommendations of other trades are just that – we have no affiliation to these
- 10.4 You will ensure that the Carpenter can access the Property at the Agreed Times to provide the Services with a clear and safe workspace or access to be provided.
- 10.5 You may either give the Carpenter a set of keys to the Property or be present at the Agreed Times to give the Carpenter access. We promise that all keys will be kept safely and securely by the Carpenter.
- 10.6 You must ensure that the Carpenter has access to electrical outlets (240v power supply) and a supply of hot and cold running water and toilet facilities.
- 10.7 You must ensure that the Work Area is kept clear of furniture and other items and out of use for the duration of the Job unless We direct otherwise. Carpets are to be moved from the work area where applicable and are not recut after by Us after or Installation is complete. We are not responsible for the moving of furniture to allow Us to complete the Installation.
- 10.8 If You do access the Work Area at any time during the course of the Job You must observe all relevant health and safety rules and must comply with any additional instructions the Carpenter gives You. This

includes, but is not limited to, no children/pets near when working, shoes must not be removed when working. Any tools or furniture left on site are not to be touched

- 10.9 Unless redecoration following completion of building work forms an agreed part of the Services, You will be responsible for any redecoration required.
- 10.10 It is Your responsibility to seal/paint any doors in a timely manner unless stated. We are not responsible for movement if this is not completed. For any floating shelving units, the recommended weight load is between 5-7kg.
- 10.11 If You do not provide the required access to the Property or make it impossible for Us to provide the Services by failing to comply with any other provision in this Clause 10, and do not have a good reason for this, We may invoice you for any additional charges incurred as a result.
- 10.12 Any disputes or damages, must be reported to Us via written communication in a timely manner

11. Complaints and Feedback

- 11.1 We always welcome feedback from Our customers and, while We always use all reasonable endeavours to ensure that Your experience as a customer of Ours is a positive one, We nevertheless want to hear from You if You have any cause for complaint.
- 11.2 All complaints are handled in accordance with Our complaints handling policy and procedure, available from 29 Cedars Road, Beckenham, England, BR3 4JG.
- 11.3 If You wish to complain about any aspect of Your dealings with Us, please contact Us in one of the following ways:
 - 11.3.1 In writing, addressed to The Director, 29 Cedars Road, Beckenham, England BR3 4JG
 - 11.3.2 By email, addressed to The Director, info@pwlimited.co.uk

12. Changing the Start Date

If either party wishes to change the start date, we will where reasonably possible agree a revised start date with you. If the revised start date is initiated by you and there is a requirement to store your furniture, we reserve the right to presents further charges.

13. Cancellation of Contract During the Cooling Off Period

- 13.1 Where the Agreement is not made "on Our premises", You have a statutory right to a "cooling off" period. This period begins once the contract between You and Us is formed and ends:
 - 13.1.1 in relation to any Products supplied, at the end of 14 calendar days after the date on which the Products are delivered. If the Products are delivered in instalments, the 14 calendar day period begins on the day that you receive the final instalment; and

- 13.1.2 in relation to the Services, at the end of 14 calendar days after the date on which the contract is formed.
- 13.2** If You wish to cancel the Agreement within the cooling off period You should inform Us immediately by a clear statement (e.g. a letter sent by post, fax or email to the postal address, fax number or email address specified in these Terms and Conditions).
- 13.3 To meet the cancellation deadline, it is sufficient for You to send Your communication concerning the exercise of the right to cancel before the cancellation period has expired.
- 13.4 If You exercise this right to cancel You will receive a full refund of any amount paid to the Us in respect of the contract.
- 13.5 We will refund money using the same method used to make the payment, unless You have expressly agreed otherwise. In any case, You will not incur any fees as a result of the refund.
- 13.6 We will process the refund due to You as a result of a cancellation without undue delay and, in any case, within the period of 14 calendar days after the day on which We are informed of the cancellation.
- 13.7 If You exercise the right to cancel in relation to Products:
- 13.7.1 We will issue a refund within 7 calendar days and in any event no later than 14 calendar days after We receive the relevant Products (and will include standard delivery charges if You send the Products to Us);
- 13.7.2 You must return the Products to Us within 14 calendar days of the day on which You inform Us that You wish to cancel and return them;
- 13.7.3 We may make a deduction from the refund for loss in value of any Products supplied, if the loss is the result of unnecessary handling by You;
- 13.7.4 Please also note that Products that become inseparably mixed with others cannot be returned.
- 13.8 If the Start Date falls within the cooling off period You must make an express request for provision of the Services to begin within the 14 calendar day cooling off period. This request forms a normal part of the ordering process. By making such a request You acknowledge and agree to the following:
- 13.8.1 If the Job is completed within the 14-calendar day cooling off period, You will lose the right to cancel once the Job is completed;
- 13.8.2 If You cancel the Agreement after provision of the Services has begun, You will be required to pay for the Services and any Products that cannot be returned to Us supplied up until the point at which You inform Us of Your wish to cancel;
- 13.8.3 The amount due will be calculated in proportion to the full price of the Services and the actual Services already provided. Any sums that have already been paid for the Services will be refunded, subject to deductions calculated on this basis;
- 13.8.4 We will process any refund within 7 calendar days and in any event no later than 14 calendar days after You inform Us of Your wish to cancel.
- 13.9 Clause 14 applies to the termination of the Agreement after the 14-calendar day cooling off period has elapsed.

14. **Cancellation Outside of the Cooling Off Period**

- 14.1 In addition to Your rights in Clause 13 relating to the cooling off period, the following applies to Your termination of the Agreement after the cooling off period and before the Start Date (if relevant):
 - 14.1.1 If You cancel the Job after the 14 calendar day cooling off period has expired (or where it does not apply) and more than 7 calendar days before the Start Date, We will refund the Deposit, if applicable, and any other sums paid as soon as is reasonably possible, and in any event within 14 calendar days of cancellation.
 - 14.1.2 If You cancel the Job after the 14 calendar day cooling off period has expired (or where it does not apply) and less than 7 calendar days before the Start Date, We will retain from the Deposit, if applicable, a sum to cover any net financial loss that We suffer due to the cancellation. We will refund the balance of the Deposit to You as soon as is reasonably possible, and in any event within 14 calendar days of cancellation. If Our net financial loss is more than the amount of the Deposit (and/or if no Deposit has been paid), We will invoice You for the shortfall and You will be required to make payment in accordance with Clause 6.
- 14.2 We may need to terminate the Agreement before the Start Date due to the unavailability of required personnel or materials, or due to the occurrence of an event outside of Our reasonable control. If such cancellation is necessary, We will inform You as soon as is reasonably possible. We will refund the Deposit, if applicable, and any other sums paid as soon as is reasonably possible, and in any event within 14 calendar days of termination.

15. **Termination**

- 15.1 You may terminate the Agreement with immediate effect at any time by giving Us written notice if:
 - 15.1.1 We have breached the Agreement in any material way and have failed to remedy that breach within 7 Days of You asking Us in writing to do so;
 - 15.1.2 We enter into liquidation or have an administrator or receiver appointed over Our assets;
 - 15.1.3 We are unable to provide the Services due to an event outside of Our control (see Clause 17).
- 15.2 We may terminate the Agreement with immediate effect by giving You written notice if:
 - 15.2.1 You fail to make a payment on time as required under Clause 6 (this does not affect Our right to charge interest on overdue sums under sub-Clause 6.8);
 - 15.2.2 You do not provide the Carpenter with access to the Property or otherwise make it impossible for the Carpenter to provide the Services, and We have been unable to contact You to re-arrange the Services under sub-Clause 10.9;

- 15.2.3 We have been unable to provide the Services for more than 4 weeks due to an event outside of Our control (see Clause 17).
- 15.3 For the purposes of this Clause 15 a breach of the Agreement will be considered 'material' if it is not minimal or trivial in its consequences to the terminating Party. In deciding whether or not a breach is material no regard will be had to whether it was caused by any accident, mishap, mistake or misunderstanding.
- 15.4 If at the termination date:
 - 15.4.1 You have made any payment to Us (including, but not limited to, the Deposit, where applicable) for any Services We have not yet provided, these sums will be refunded to You as soon as is reasonably possible, and in any event within 14 calendar days of the termination notice. We may, however, deduct from such a refund (or charge You) reasonable compensation for the net costs We will incur as a result of your breaking the Agreement if We terminate it under sub-Clauses 15.2.1, or 15.2.4;
 - 15.4.2 We have provided Services that You have not yet paid for, the sums due will be deducted from any refund due to You or, if no refund is due, We will invoice You for those sums and You will be required to make payment in accordance with Clause 6.

16. Effects of Termination

- 16.1 If the Agreement is terminated for any reason:
 - 16.1.1 Any Clauses which, either expressly or by their nature, relate to the period after the expiry or termination of the Agreement will remain in full force and effect.
 - 16.1.2 Termination will not remove or reduce any right to damages or other remedy which either You or We may have in respect of any breach of the Agreement which exist at or before the date of termination.

17. Events Outside of Our Control (Force Majeure)

- 17.1 We will not be liable for any failure or delay in performing Our obligations under these Terms and Conditions where the failure or delay results from any cause that is beyond Our reasonable control. Such causes include, but are not limited to: power failure, internet service provider failure, strikes, lock-outs or other industrial action by third parties, riots and other civil unrest, fire, explosion, flood, storms, earthquakes, subsidence, acts of terrorism (threatened or actual), acts of war (declared, undeclared, threatened, actual or preparations for war), epidemic or other natural disaster, or any other event that is beyond Our reasonable control .
- 17.2 If any event described under this Clause 17 occurs that is likely to adversely affect Our performance of any of Our obligations under these Terms and Conditions:
 - 17.2.1 We will inform You as soon as is reasonably possible;
 - 17.2.2 Our obligations under the Agreement will be suspended and any time limits that We are bound by will be extended accordingly;

- 17.2.3 We will inform You when the event outside of Our control is over and provide details of any new dates, times or availability of Services as necessary;
- 17.2.4 You or We may terminate the Agreement (see Clause 15).

18. **Liability**

- 18.1 We will be responsible for any foreseeable loss or damage that You may suffer as a result of Our breach of these Terms and Conditions or as a result of Our negligence. Loss or damage is foreseeable if it is an obvious consequence of the breach or negligence or if it is contemplated by You and Us when the Agreement is entered into. We will not be responsible for any loss or damage that is not foreseeable.
- 18.2 We will maintain suitable and valid insurance including public liability insurance.
- 18.3 Under this Agreement, We provide Services for domestic and private purposes only. We make no warranty or representation that the Services are fit for commercial, business or industrial purposes of any kind. We will not be liable to You for any loss of profit, loss of business, interruption to business or for any loss of business opportunity.
- 18.4 If We cause any damage to the Property, We will make good that damage at no additional cost to You. We are not responsible for any pre-existing faults or damage in or to Your property that We may discover while providing the Services.
- 18.5 We are not liable for any loss or damage You suffer which results from Your failure to follow any reasonable instructions given by Us or the Carpenter.
- 18.6 Nothing in these Terms and Conditions is intended to or will limit or exclude Our liability for death or personal injury caused by Our negligence or for fraud or fraudulent misrepresentation.
- 18.7 Nothing in these Terms and Conditions is intended to or will limit Your legal rights as a Consumer under any consumer protection legislation. For more details of Your legal rights please refer to Your local Citizens Advice Bureau or Trading Standards Office.

19. **How We Use Your Personal Data (Data Protection)**

We will only use Your personal data as set out in Our Privacy Notice available on our website, <https://www.pwilimited.co.uk>.

20. **Other Important Terms**

- 20.1 We may from time to time change these Terms and Conditions without giving You notice, but We will use Our reasonable endeavours to inform You as soon as is reasonably possible of any such changes.
- 20.2 We may transfer (assign) Our obligations and rights under the Agreement to a third party (this may happen, for example, if We sell Our business). If this occurs We will inform You in writing. Your rights

under the Agreement will not be affected and Our obligations under the Agreement will be transferred to the third party who will remain bound by them.

- 20.3 You may not transfer (assign) Your obligations and rights under the Agreement without Our express written permission (such permission not to be unreasonably withheld).
- 20.4 The Agreement is between You and Us. It is not intended to benefit any other person or third party in any way and no such person or party will be entitled to enforce any provision of the Agreement.
- 20.5 If any provision of the Agreement or these Terms and Conditions is held by any competent authority to be invalid or unenforceable in whole or in part the validity of the other provisions of the Agreement or these Terms and Conditions and the remainder of the provision in question will not be affected.
- 20.6 No failure or delay by Us or You in exercising any rights under the Agreement means that We or You have waived that right, and no waiver by Us or You of a breach of any provision of the Agreement means that We or You will waive any subsequent breach of the same or any other provision.

21. Regulations and Information

- 21.1 We are required by the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 to ensure that certain information is given or made available to You as a Consumer before We make Our contract with You (i.e. before You have accepted the Estimate except where that information is already apparent from the context of the transaction. We have included the information in the Agreement or Estimate for You to see, or We will make it available to You before the Agreement is signed and you accept the Estimate. All of that information will, as required by the Regulations, be part of the terms of Our contract with You as a Consumer.
- 21.2 As required by the Regulations:
 - 21.2.1 all of the information described in sub-Clause 21.1; and
 - 21.2.2 any other information which We give to You about the Services, or about Us or Our business which you take into account when deciding to accept the Estimate and sign the Agreement, or when making any other decision about the Services,

will be a part of the terms of Our contract with You as a Consumer.

22. Law and Jurisdiction

- 22.1 These Terms and Conditions, the Agreement, and the relationship between you and Us (whether contractual or otherwise) shall be governed by, and construed in accordance with the law of England & Wales
- 22.2 As a consumer, you will benefit from any mandatory provisions of the law in your country of residence. Nothing in Sub-Clause 22.1 above takes away or reduces your rights as a consumer to rely on those

provisions.

- 22.3 Any dispute, controversy, proceedings or claim between you and Us relating to these Terms and Conditions, the Agreement, or the relationship between you and Us (whether contractual or otherwise) shall be subject to the jurisdiction of the courts of England, Wales, Scotland, or Northern Ireland, as determined by your residency.