

SERVICE TERMS & CONDITIONS

Welcome to AC Kinetic

Version 2.1 | 8 October 2026 | For new bookings when introduced

Please read these terms together with your quotation or booking summary. They explain the work included, how charges are calculated, access, cancellations and aftercare. Keep the confirmation and the PDF supplied with it. Your statutory rights are not affected.

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Your booking documents

Keep the accepted quotation, booking confirmation, this version of the terms and your completion paperwork together. A new published version does not automatically change an existing booking.

Registered and postal office: 214 Shirland Road, London W9 3JF (not a walk-in shop).
07508 525912 | Backup 07491 957172 | enquiries@ac-kinetic.com
Company 08922083 | VAT 318853088 | ac-kinetic.com

YOUR AGREEMENT & THE WORK

1. Introduction

These terms govern the electrical services supplied by AC Kinetic Ltd (we, us or our). You are the customer identified in the accepted quotation or booking confirmation. A consumer is an individual acting wholly or mainly outside their trade, business, craft or profession. Different statutory rules may apply to business customers.

An enquiry or request for a free quotation is not a confirmed appointment. A booking is accepted when we issue a booking confirmation or otherwise expressly confirm acceptance in writing. A payment receipt alone is not confirmation of an appointment unless it expressly says so. Your booking summary identifies the work, charging basis, appointment and payment arrangements.

Read these terms with the accepted quotation and booking summary. An expressly agreed, job-specific scope or price takes priority over general pricing here, but cannot remove statutory rights. We will provide the applicable terms before you commit and retain their version with the booking. New versions do not automatically change an existing contract.

2. Your statutory rights

Nothing in these terms excludes or restricts rights that cannot lawfully be excluded. For consumers, services must be carried out with reasonable care and skill and goods supplied must meet applicable consumer requirements. Remedies for defective or misdescribed goods or services remain available. The six-month workmanship guarantee is additional to, not a replacement for, those rights.

Section 9 explains cancellation rights for relevant online, telephone and off-premises bookings. Selecting an early appointment does not by itself waive those rights. Citizens Advice or Trading Standards can provide independent information.

3. Scope of services

Our services include enquiries and quotations; electrical installations and project work; repairs, fault finding and emergency attendance; servicing and maintenance; inspection, testing and appropriate certification; and agreed aftercare. The scope is limited to the work expressly booked or quoted.

The usual scope is fixed electrical wiring and related installation work. Portable-appliance repair, specialist appliance work, plumbing, building work and other trades are not included unless expressly agreed. Separately agreed PAT testing is an inspection/testing service and does not include appliance repairs.

We may decline a request before acceptance, allocate a suitably competent engineer or subcontractor, or pause unsafe or inaccessible work. After acceptance, we will explain any necessary change or cancellation, discuss alternatives and refund any payment for work not provided, subject to lawful charges for work already supplied. This is not an unrestricted right to abandon a contract.

4. Hourly rate work

Chargeable labour starts on arrival at the property. A completed hourly attendance has a one-hour minimum, followed by 30-minute increments. Reasonable waiting time caused by missing access, customer delay or site conditions may be chargeable at the agreed rate. Lunch breaks are not chargeable. Cancellation charges are governed by section 9, not automatically by the attendance minimum.

Fault finding is chargeable investigation, not a promise that every fault can be located or repaired within the first hour. Parts, extra work and permitted non-stock material collection are separate where disclosed. We will explain the findings, options and any further chargeable work before proceeding.

PRICING | HOURLY VISITS

5. Pricing structure

The tables show VAT-inclusive consumer prices alongside excluding-VAT amounts. VAT is included at 20% for these standard-rated services; do not add it again to the inclusive total. A different VAT treatment applies only where lawfully appropriate and stated in the accepted quotation. Labour prices are for one engineer unless the booking expressly states otherwise.

5.1 Scheduled appointments — at least 24 hours ahead

A scheduled appointment is booked at least 24 hours before the start of its agreed arrival window. The one-hour minimum is two 30-minute units.

Time band	Per 30 min ex. VAT	Per 30 min incl. VAT	First hour incl. VAT
Weekday 07:00–17:00	£45	£54	£108
Weekday 17:00–00:00	£80	£96	£192
Weekday 00:00–07:00	£100	£120	£240
Saturday / Sunday, all hours	£100	£120	£240

5.2 Urgent appointments — less than 24 hours ahead

These rates apply to hourly appointments booked less than 24 hours before the arrival window, including same-day attendance. A short-notice appointment is not automatically an urgent repair for the statutory cancellation exception in section 9.

Time band	Per 30 min ex. VAT	Per 30 min incl. VAT	First hour incl. VAT
Weekday 07:00–00:00	£85	£102	£204
Weekday 00:00–07:00	£100	£120	£240
Saturday / Sunday, all hours	£100	£120	£240

How online pricing and payment work

For an online hourly booking, the amount due before the visit is one hour at the applicable rate, including VAT. It is an advance payment towards the work, not a separate booking fee or the price of unlimited work. The payment is credited in full against the final invoice. Any refund or cancellation deduction follows section 9; the advance payment is not automatically non-refundable.

The booking summary states the confirmed first-hour amount, the charging rate for additional time, and any known extras. The first-hour price is set using the selected window's start time and booking notice, subject to the listed weekend and holiday rates. We honour that confirmed first-hour amount throughout the arrival window. A delay caused by us does not itself increase the agreed rate.

If further time will cross into a higher-rate period, we explain and obtain agreement to that rate before the extension begins. Without that agreement, we do not automatically apply a higher rate. A customer-requested change to the date, time or scope may require a revised price, agreed before the change is confirmed.

An arrival window is not included labour

For example, “09:00–12:00” means the engineer is expected to arrive during that window. It does not include three hours of work. A fixed-price EICR is charged under section 5.3, not as an hourly deposit.

PRICING | INSPECTIONS & INSTALLATIONS

5.3 Fixed-price services

The following standard-scope prices apply where the service and suitability are confirmed. Your quotation or booking summary specifies inclusions, the board/circuit count, access and any extras. Additional work is not included simply because an engineer is already on site.

Service / agreed standard scope	Ex. VAT	Incl. VAT
Cooker, oven or hob connection — first appliance	£90	£108
Additional appliance connection, same agreed visit — each	£45	£54
Domestic EICR — one board, up to 8 circuits	£200	£240
Domestic EICR — each additional circuit	£25	£30
Commercial EICR — one board, up to 8 circuits	£300	£360
Commercial EICR — each additional circuit	£40	£48
Express EICR — by prior agreement only	+50%	+50%
Out-of-hours EICR — one board, up to 8 circuits	£350	£420
Out-of-hours EICR — each additional circuit	£37.50	£45
PAT testing — each item; minimum visit charge	£5; min. £80	£6; min. £96
Quotation preparation / quotation-only visit	Free	Free
Requested certificate reissue / duplicate copy	£25	£30

EICR prices cover the agreed inspection and testing and the report, not remedial repairs or a guaranteed satisfactory outcome. Further boards, additional circuits or revised scope are priced and agreed before testing beyond the booked allowance. Express timing and out-of-hours arrangements must be expressly confirmed; no unlisted or cumulative surcharge is added without prior agreement.

Standard appliance-connection prices assume a suitable existing supply, connection point, isolation and access. A new circuit, alteration, plumbing connection, removal/disposal or appliance repair is separate unless included. PAT testing is offered only by prior agreement. A reissue charge does not apply to correcting our own error or supplying paperwork we are legally obliged to provide.

Consumer unit replacements

Standard consumer unit size	Ex. VAT	Incl. VAT
6-way	£570	£684
8-way	£760	£912
10-way	£950	£1,140
12-way	£1,140	£1,368

These standard-scope prices include the agreed consumer unit, labour, materials and appropriate certification. The written quotation confirms the protective devices, circuit allowance, testing and any notification required. Existing wiring faults, bonding upgrades, meter/supply work, specialist protective devices and building finishes are excluded unless expressly included. The accepted fixed price is not changed unilaterally after acceptance.

EXTRAS & FREE QUOTATIONS

5.4 Christmas and New Year holiday rates

For hourly attendance on 24, 25, 26 or 31 December and 1 January, the rate is £100 excluding VAT (£120 including VAT) per 30 minutes, with a one-hour minimum of £240 including VAT. These dates override the normal weekday or weekend hourly bands. Other dates follow sections 5.1 and 5.2 unless a different price is expressly agreed.

5.5 Additional charges and surcharges

Materials: Hourly labour excludes materials unless stated. Materials are charged separately at cost, with a non-stock acquisition surcharge of up to 20% only where disclosed and agreed. The quoted customer price identifies the applicable VAT. Materials already included in a fixed quotation are not charged twice.

Material collection: Reasonable time sourcing or collecting non-stock items can be charged as labour at the agreed rate. This is capped at 60 minutes unless you specifically agree more time. We explain the need and expected cost before collection. Routine attendance travel is not an additional labour charge unless expressly disclosed in the booking.

Parking, permits, congestion, tolls and access costs: Relevant charges are disclosed before booking where known. Where an exact amount cannot reasonably be calculated, we explain the charging basis and agree the cost before it is incurred where practicable. VAT treatment follows the applicable rules. No undisclosed compulsory fee is added retrospectively.

Referral or commission arrangements do not automatically add a charge to your bill. Any customer-payable referral charge must be separately disclosed and agreed before the contract. Specialist access equipment, permits, third-party attendance and other extras require agreement unless already included.

6. Quotations and fixed-price work

6.1 Free quotations

Preparing and issuing a quotation is free. A visit booked solely to assess and quote for proposed work is also free. There is no £35 quotation fee and no quotation charge to deduct from a later invoice. Requesting a quotation does not oblige you to proceed.

A quotation visit is not a free fault-finding, inspection, EICR, testing or repair service. Where diagnosis, opening up or chargeable work is needed to establish the scope, we will explain the difference and obtain your agreement to the charge before doing it. An enquiry or photograph may be sufficient for an estimate but does not establish the condition of concealed wiring.

A written quotation becomes binding when accepted in accordance with its stated acceptance process. It identifies the scope, price, exclusions, validity and payment stages. Estimates are indicative rather than fixed prices, but information or promises on which a consumer reasonably relies are not disregarded merely because they were given verbally.

6.2 Variations and unforeseen work

Customer-requested additions, concealed defects, unsuitable supplies, access changes or revised specifications may require a variation. We explain the reason, extra price or calculation basis and any effect on time, and obtain your agreement before proceeding. We do not automatically increase an accepted fixed price because of a later supplier price rise or our clerical error.

Where a newly identified condition is unsafe, we may stop the affected work, isolate the danger where appropriate and explain the necessary next steps. You may decline separately quoted remedial work; an unsafe circuit may then need to remain isolated. Approved variations are recorded with the job.

PAYMENT & APPOINTMENTS

7. Payment terms

7.1 Advance payments and deposits

Online hourly visits: One hour at the confirmed rate, including VAT, is payable at checkout and credited to the final bill. Online fixed-price inspections: The checkout and confirmation state the inspection amount collected and the board/circuit scope; this is payment for the inspection, not an hourly deposit.

Quoted projects and installations normally require a 50% deposit. The same applies to other quoted bookings exceeding £500 unless a different arrangement is stated. The accepted quotation identifies the exact deposit and balance; it takes priority over this general rule. The standard online payment is not automatically combined with a second project deposit.

Staff-entered / telephone bookings may be confirmed with payment arranged separately. The confirmation must accurately state whether any payment was received and what is due. Any request for full payment in advance for urgent or specialist work is disclosed and agreed before acceptance. Deposits are subject to section 9 and are not automatically forfeited.

7.2 Final payment

Unless an agreed written payment schedule states otherwise, the balance is due on completion of the agreed work and receipt of the invoice. We deduct payments already received. Additional charges must follow the agreed scope and variation process. Tell us promptly about a disputed item so it can be investigated; your legal rights to withhold a genuinely disputed amount are not excluded.

The contracting customer is responsible for payment. Agents, landlords, tenants and property managers should identify the intended contracting and paying party before booking and confirm their authority. A third party's payment promise does not change an agreed payer without our written agreement; a disclosed agent is not automatically treated as personally liable merely for arranging access.

7.3 Late payment

For qualifying business-to-business debts, statutory commercial-debt interest and compensation may apply under the Late Payment of Commercial Debts (Interest) Act 1998, including the applicable statutory rate of 8% above the Bank of England base rate. This is not an automatic statutory charge against consumer customers.

We may seek lawful recovery of overdue sums after a reminder and a reasonable opportunity to respond. Consumer interest or recovery charges apply only if lawful, fair and expressly agreed; legal and administrative costs are recoverable only where lawfully payable. We do not treat raising a genuine complaint as acceptance of extra fees.

7.4 Certificates and reports

We provide the electrical certificates, inspection reports and notifications appropriate to the agreed work. Our normal administrative target is within 72 hours of completion and payment, with issue within 28 days where applicable. Any shorter legal, scheme or expressly agreed deadline takes priority. Payment terms do not permit us to withhold a document beyond an applicable mandatory deadline.

A certificate for new or altered work is not automatically a new EICR for the whole property. Where we remedy another contractor's EICR observations, we provide appropriate evidence of our work; a fresh full inspection is separate unless expressly included and may reveal other issues. A requested duplicate is charged under section 5.3 where lawful.

8. Appointment times and delays

We aim to arrive within the confirmed window, not at a guaranteed exact minute unless expressly agreed. Traffic, preceding emergencies, access and supply problems may affect timing. We will notify you of a material delay and discuss revised arrangements. A delay caused by us does not itself raise the confirmed rate. Where we cannot provide the agreed service, cancellation, refund and other statutory remedies remain available.

CANCELLATION | CONSUMER RIGHTS

9. Cancellation policy

9.1 Statutory rights take priority

For relevant consumer contracts agreed online, by telephone or away from our business premises, you normally have a statutory cancellation period. For a service-only contract, it ends 14 days after the day the contract is made. No reason is needed to exercise that right. Business customers do not receive this consumer right merely because they book online.

For a contract supplying goods, including goods with installation services, the cancellation period normally ends 14 days after the day you or your nominated person takes physical possession of the goods. Different delivery arrangements and legal exceptions can affect that date. We identify applicable goods, cancellation and return arrangements before you commit. Completing installation does not automatically remove a right to return goods where that right still applies.

9.2 Asking us to start sooner

You may expressly request an appointment or work during the cancellation period. We record this request separately from acceptance of the general terms. Where required for an off-premises contract, it is recorded on a durable medium. An unticked box, a payment or the selection of a date does not by itself establish consent to an early start.

If you cancel after services have started at your express request, you may have to pay an amount proportionate to the services actually supplied before you told us to stop, as permitted by law. This is not automatically the one-hour attendance minimum or a late-cancellation fee. No such payment is due where the law prevents it because the necessary information or express request was missing.

For a service-only contract, the statutory right ends after the contracted service has been fully performed only where you expressly requested early performance and acknowledged in advance that the right would end on full performance. It does not end merely because you tick a box or the engineer arrives. For mixed goods-and-services contracts, any continuing goods cancellation rights remain.

Without a valid early-start request, we will offer a suitable appointment after the cancellation period rather than perform non-exempt services early. We will not record consent on your behalf without your actual instruction.

9.3 Specifically requested urgent repairs

A limited statutory exception can apply where you specifically ask us to visit for urgent repairs or maintenance. It applies only to the urgent work requested and replacement parts necessarily used for it. Additional unrelated services or goods do not become exempt simply because they are supplied during the same visit. A same-day price or an "urgent" booking label alone does not establish the exception.

9.4 How to cancel and refunds

Tell us clearly that you wish to cancel by replying to your confirmation, emailing enquiries@ac-kinetic.com, calling 07508 525912, using any provided cancellation facility or writing to the registered office. The appendix contains an optional model form. You do not have to use it. Include your name and booking reference or property address so we can identify the booking.

For a statutory cancellation, a notice sent within the applicable period is sufficient. We acknowledge an online cancellation without delay on a durable medium. We reimburse sums due without undue delay and within the applicable legal deadline, normally 14 days after being informed for service contracts, using the original payment method unless otherwise agreed without a fee.

Where goods must be returned, lawful refund timing may depend on their return or evidence of return. Goods should be returned within 14 days after cancellation. Any consumer-paid return costs, including an estimate for goods not normally returnable by post, must have been disclosed before booking; otherwise we bear them. We explain safe return arrangements for installed equipment. No statutory cancellation or restocking penalty is added.

CANCELLATION | AFTERCARE & GUARANTEE

9.5 Commercial appointment policy

The following policy applies only to the extent that a statutory cancellation right or another legal remedy does not override it. The amounts are maximum appointment-cancellation charges, not automatic penalties. Any charge must reflect a fair, evidenced net loss after costs saved, reasonable mitigation and replacement bookings. We explain the calculation and do not recover the same loss twice.

Notice / situation	Maximum charge, where lawful
24 hours or more before the window starts	No appointment-cancellation charge
12 to less than 24 hours before the window starts	30 minutes at the applicable agreed labour rate
Less than 12 hours before the window starts	One hour at the applicable agreed labour rate
Engineer attends but access is not available	One hour at the applicable agreed labour rate

For a fixed-price inspection, any applicable cancellation cap or other project-specific cancellation arrangement must be stated before acceptance. We do not retrospectively substitute the whole inspection price for a labour-based cancellation cap. For quoted projects, agreed non-recoverable materials or work already supplied may be relevant only to the extent lawful and not already covered by another charge.

We apply any lawful charge against money already paid and return the balance. A booking made without an upfront payment does not remove a lawful cancellation obligation. A company-cancelled visit is not treated as a customer cancellation. Rescheduling costs, if any, are explained and agreed rather than concealed in a replacement booking.

10. Customer satisfaction and defect reporting

Tell us promptly about any concern, preferably in writing with the job reference, description and useful photographs. We ask for notification within 28 days where practicable, but a later report does not automatically invalidate a claim or shorten statutory rights. Please give us a reasonable opportunity to inspect and put right work for which we are responsible.

For an immediate safety concern, keep clear of the affected equipment and contact us promptly; do not delay necessary emergency help simply to preserve a guarantee. We investigate the cause. Misuse, ignored safety advice or unrelated third-party work does not make us responsible for damage it causes, but does not automatically remove liability for our own work.

11. Workmanship guarantee

11.1 Coverage

We provide a six-month workmanship guarantee from completion for defects caused by our workmanship on the agreed work. The contractual guarantee normally applies once the relevant work is fully paid for. It does not restrict statutory remedies, including where payment is genuinely disputed. Manufacturer warranties for supplied products apply separately and do not replace rights against us where the law provides them.

11.2 Exclusions and limits

The additional guarantee does not cover defects caused by misuse, failure to maintain equipment, an alteration or repair by another party, or a defect in a customer-supplied product. An exclusion applies only to the extent the problem was caused by that matter. Using customer-supplied equipment does not exclude our responsibility to install it with reasonable care and skill. Unrelated alterations do not void all cover.

[ON SITE](#) | [RESPONSIBILITIES & INFORMATION](#)

12. Liability and limitations

12.1 Scope, existing conditions and damage

We are responsible for loss or damage caused by our breach of contract or failure to use reasonable care and skill where the law makes us responsible. Nothing excludes liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation or any other liability that cannot lawfully be excluded. Consumer statutory rights remain unaffected.

Our attendance is not a warranty that every part of an existing installation is safe. Concealed defects, pre-existing faults, inaccessible areas, unsuitable customer equipment and conditions outside the agreed scope may require additional assessment or work. We are not responsible for a pre-existing problem merely because it becomes apparent during our attendance; we remain responsible for any damage we cause unlawfully or negligently.

Opening walls, lifting floors or removing old accessories can involve unavoidable disturbance. We explain reasonably foreseeable disruption and agree protection and making-good arrangements. Plastering, carpentry, tiling, painting and decorative finishes are excluded unless included in the quotation. This exclusion does not excuse damage caused by a failure to take reasonable care.

For consumers, we do not exclude reasonably foreseeable loss for which we are legally responsible. Business loss and indirect-loss provisions, if required for a commercial project, must be separately agreed and lawful; this document does not impose an unlimited blanket exclusion on every customer. Delays beyond our reasonable control are handled fairly under sections 8 and 12.3.

12.2 Customer responsibilities

Arrange safe access to the property, consumer unit, meters, rooms and equipment within the agreed scope. Obtain necessary owner, tenant or building-management permission. Tell us about access restrictions, parking, known faults, leaks, suspected asbestos, concealed services, fragile finishes and any equipment requiring uninterrupted power. Keep children and pets clear of the work area.

Clear movable belongings where practicable and protect or remove valuable items. If you ask us to move items, we agree the practical arrangements and use reasonable care. Please check their placement afterwards; we do not exclude responsibility for damage caused by our negligence. Unavailable access or additional handling can extend chargeable time where disclosed.

We may need to isolate power, test circuits and leave unsafe equipment disconnected. We will explain the reason and record relevant limitations. Customer instructions cannot require unsafe work or the issue of a misleading certificate.

12.3 Time extensions

Where circumstances beyond our reasonable control prevent the agreed programme, we notify you, take reasonable steps to reduce the effect and discuss an appropriate extension or alternative. This does not remove cancellation, refund or other remedies available by law.

13. Cleaning and waste disposal

We tidy the immediate working area after our work. Full cleaning, decorating and waste removal are not included unless expressly agreed. We explain any waste left for your arranged collection. Where we agree to remove waste, the scope and price are recorded and we handle it in accordance with applicable duties.

14. Offers and incentives

Promotions have the conditions disclosed with the offer and are not automatically combined or applied retrospectively. A price comparison or “lowest rate” label describes the relevant available appointments; it does not imply a discount that does not exist.

15. Data protection and privacy

We use necessary contact, property, booking, payment-status and job-history information to provide services, communicate, keep records and meet legal obligations. Booking information can be shared with authorised staff, assigned engineers and necessary service providers. Internal notes are not included in customer calendar invitations. Staff corrections are recorded and customer details are kept appropriately restricted.

We retain the applicable terms version and evidence of booking choices, including an early-start request where relevant. Service communications are separate from optional marketing. Our privacy notice explains purposes, lawful bases, recipients, retention and your rights under applicable UK data-protection law. Contact enquiries@ac-kinetic.com to request a copy or raise a data concern.

CUSTOMER CARE & KEY POINTS

16. Complaints procedure

Contact enquiries@ac-kinetic.com or write to the registered office with the job reference and issue. We ask you to raise concerns promptly, preferably within 28 days, without restricting statutory rights. We aim to acknowledge a complaint within five working days, investigate and inspect where appropriate, and resolve it within 28 days or keep you informed of progress.

Where we cannot resolve a complaint, we provide any alternative-dispute-resolution information required by law or our applicable scheme obligations. You may seek independent advice from Citizens Advice or Trading Standards. A complaint does not prevent either party using lawful remedies.

17. Insurance and professional standards

AC Kinetic Ltd operates as an electrical contractor and maintains appropriate public liability and professional indemnity insurance. Details and applicable registration information are available on request. Work is carried out by suitably competent people, with appropriate testing, documentation and notification for the agreed scope. We do not imply that electrical registration covers an unrelated trade.

18. Changes to these terms

This version is for new bookings once introduced. We identify the applicable version when the contract is made and provide a copy you can save. Publishing a new version does not retrospectively change an existing booking. Changes to an existing agreed contract require agreement, except where a change is required by applicable law.

19. Governing law and jurisdiction

These terms are governed by English law. Business contracts are subject to the courts of England and Wales unless expressly agreed otherwise. Consumers retain any mandatory protections and rights to bring proceedings in courts available to them under applicable law. This clause does not restrict those rights.

20. Contact information

AC Kinetic Ltd

Registered and postal office: 214 Shirland Road, London W9 3JF

Telephone: 07508 525912 | Backup: 07491 957172

Email: enquiries@ac-kinetic.com | Website: ac-kinetic.com

Company no. 08922083 | VAT no. 318853088

Electrical visits take place at customer properties; the registered office is not a walk-in shop.

21. Summary of key points

Topic	Summary
Quotations	Free. Diagnostic testing, inspections and actual work are chargeable only when separately agreed.
Hourly work	One-hour minimum, then 30-minute increments. Online advance payment covers one hour and is credited to the bill.
EICRs	Domestic £240 / commercial £360 including VAT for one board with up to 8 circuits. Extra circuits: £30 / £48 including VAT.
Variations	Extra work, parts and relevant access costs are disclosed and agreed. An arrival window does not include three hours of labour.
Cancellation	Statutory consumer rights take priority. Starting early requires an express request where applicable, not a blanket waiver.
Aftercare	Six-month additional workmanship guarantee; legal rights remain. Report concerns promptly. Required paperwork deadlines take priority.
Records	Keep the quotation, confirmation, applicable terms and completion paperwork together.

This summary is a guide. Read the detailed provisions and the specific scope and payment information supplied with your booking.

APPENDIX | OPTIONAL CANCELLATION FORM**Model cancellation form**

Complete and return this form only if you wish to cancel a contract for which a statutory cancellation right applies. You may instead send any other clear cancellation statement. You do not need to print or sign a form sent electronically.

To: AC Kinetic Ltd, 214 Shirland Road, London W9 3JF
Email: enquiries@ac-kinetic.com

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract of sale of the following goods [*] / for the supply of the following service [*]:

Ordered on [*] / received on [*]: _____

Name of consumer(s): _____

Address of consumer(s): _____

Signature of consumer(s) (only if this form is notified on paper):

Date: _____

[*] Delete as appropriate.

Helpful booking information — optional

Booking reference: _____

Property address, if different: _____

What happens next

We acknowledge your notice and explain any lawful charge for services already supplied at your express request, or relevant goods-return arrangements. Statutory cancellation refunds are handled under section 9. You may contact us directly with any questions.

Thank you for choosing AC Kinetic Ltd.