

Strathworks – Cancellation Notice (Domestic Consumers)

Version: 1.0

Effective date: 18 February 2026

Trading name: Strathworks (sole trader)

Contact: support@strathworks.co.uk · 07440 475716

Postal address: Office 1072, 1/1, 3 Fitzroy Place, Finnieston, Glasgow, G3 7RH

This notice applies to domestic customers where the contract is agreed by **email, phone, WhatsApp/text**, or at your home (for example after a site visit).

1. Your right to cancel (cooling-off period)

You have the right to cancel this contract within **14 days** without giving any reason.

The cancellation period will expire **14 days from the day after** the contract is agreed.

2. How to cancel

To cancel, you must tell us clearly. The quickest way is by email.

Email: support@strathworks.co.uk

You can also cancel by WhatsApp/text to: 07440 475716 (please include your name and site address).

If you prefer, you may also cancel by post:

Strathworks, Office 1072, 1/1, 3 Fitzroy Place, Finnieston, Glasgow, G3 7RH. For your own peace of mind, we recommend using Recorded Delivery. A postal cancellation is treated as received when it is delivered to the address above.

We will confirm receipt of your cancellation message.

3. If you want us to start work within the 14-day period

If you ask us to start work before the 14-day cancellation period ends, you will be asked to confirm this request in writing (for example by ticking a box in the portal or replying by WhatsApp/email).

If you cancel after you have asked us to start within the 14-day period, you may have to pay for:

- work carried out up to the date you cancel, and
- materials supplied/ordered and any other costs we have committed for your job (for example deliveries, hire, skip, and subcontractor call-outs).

If the service is **fully completed** within the cancellation period (at your request), you may lose the right to cancel.

4. Refunds

If you cancel within the cancellation period and we have not started work or committed costs, we will refund payments you have made.

If you have asked us to start work within the cancellation period, any refund will be adjusted to reflect work done and costs already incurred up to the cancellation date (as described above).

Refunds are made using the same payment method you used, unless we agree otherwise.

5. Cancellation Form

To: Strathworks
Office 1072
1/1, 3 Fitzroy Place, Finnieston
Glasgow
G3 7RH

Email: support@strathworks.co.uk

I/We hereby give notice that I/We cancel my/our contract for the supply of the following services:

Quote ref/job ref (if known): _____

Service (brief description): _____

Site address: _____

Contract agreed on (date): ____ / ____ / ____

Customer name: _____

Customer address: _____

Signature (only if sent on paper): _____

Date: ____ / ____ / ____