

## INFORMATION ABOUT THE EXERCISE OF THE RIGHT TO CANCEL

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

The cancellation period will expire after:

- (a) in respect of goods, 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the good; or
- (b) in respect of services, 14 days after the day on which the contract for services is entered into.

To exercise the right to cancel, you must inform us, EVA (UK) Ltd, of your decision to cancel this contract by a clear statement (e.g. by: post to Fireplace Products, London Road, Rayleigh, Essex SS6 9ET or e-mail to sales@fireplaceproducts.co.uk). You may use the model cancellation form below, but it is not obligatory.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

If you cancel this contract, insofar as it relates to goods, we will reimburse to you all payments received from you, including the costs of delivery (except for the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us).

We will make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you.

We will make the reimbursement without undue delay, and not later than:

- (a) 14 days after the day we receive back from you any goods supplied, or
- (b) (if earlier) 14 days after the day you provide evidence that you have returned the goods.

Insofar as the contract relates to services and you have expressly indicated that the supply of such services should begin during the cancellation period (and that you will lose your cancellation right once the services have been fully performed), you will be entitled to a refund in respect of such part of the services that have not been supplied, in comparison of the full coverage of the contract. If you have not expressly indicated that the supply of services should

begin during the cancellation period, you shall be entitled to a full refund of the cost of the services.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

### Cancellation Form

To: EVA (UK) Ltd

I/We [ \* ] hereby give notice that

I/We [ \* ] cancel

my/our [ \* ] contract of sale for the supply of the following goods and/or services:

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Order Reference number

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Ordered on

Name of consumer(s)

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Address of consumer(s)

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Signature of consumer(s)

(only if this form is notified on paper)

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