

RADFORD HOUSE

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CANCELLATION POLICY

Online consumer services · Version 1.1 · 21 September 2026

1. Statutory cancellation period

If you are a consumer and book a Radford House service online, by telephone or otherwise at a distance, you will normally

have 14 days from the day after the contract is made to cancel without giving a reason, subject to the applicable statutory rules and exceptions.

2. How to cancel

To cancel, send a clear statement to hello@radfordhousedesign.co.uk before the cancellation period expires. You may use the model form below, but you do not have to.

3. Asking Radford House to start within 14 days

If you want work to begin before the 14-day cancellation period ends, Radford House will ask you to make an express request. If you then cancel after work has begun, you may be required to pay a proportionate amount for the service supplied up to the time you communicated your cancellation, as permitted by law.

4. Service completed during the cancellation period

If, at your express request, the service is fully performed during the cancellation period, the statutory right to cancel may be lost once the service has been fully performed, provided the legally required acknowledgement has been obtained before performance is completed.

5. Refunds

Where a statutory cancellation right is validly exercised, Radford House will refund sums due in accordance with applicable

law, less any lawful proportionate charge for services already supplied following an express request to begin early. Refunds will normally be made using the original payment method unless otherwise agreed.

6. Cancellations after the statutory period

After any statutory cancellation period has expired, a request to end the project will be dealt with fairly by reference to the work already completed, committed project time and any non-recoverable costs. Radford House will not charge for work that

has not been performed or costs that have not been incurred merely as a penalty. Any amount due will be explained to the client.

7. Rescheduling consultations

Please give as much notice as possible if a scheduled consultation needs to move. Radford House may agree a

reasonable

rescheduled time. Repeated missed appointments or very late changes may require a new booking where this has been clearly agreed in advance and is fair in the circumstances.

8. Cancellation by Radford House

If Radford House has to cancel a service and cannot provide a suitable alternative, the client will receive an appropriate refund for the part of the service not supplied.

MODEL CANCELLATION FORM

To: Radford House / Ben Radford

Email: hello@radfordhousedesign.co.uk

Address: 105 High Street, Brentwood, Essex, CM14 4RR

I/We give notice that I/We cancel my/our contract for the following service:

Service: _____

Ordered on: _____

Client name: _____

Client address: _____

Signature (paper only): _____

Date: _____

EARLY-START REQUEST

I expressly request Radford House to begin providing the service before the end of my 14-day cancellation period. I understand

that if I cancel after performance has begun, I may have to pay a proportionate amount for services supplied up to cancellation.

I

also understand that if the service is fully performed within the cancellation period following my express request, I may lose my statutory right to cancel once performance is complete.

Client name: _____ Date: _____

Business details

Radford House Design is the trading name of Ben Radford, a sole trader. Email: hello@radfordhousedesign.co.uk.

Business/service

address: 105 High Street, Brentwood, Essex, CM14 4RR.