



CLEANCOMPLETE

understanding your time is precious

Consumer Cancellation Rights & Cancellation Form

Consumer Cleaning Services

Your Right to Cancel

Where your cleaning service contract is a distance contract or an off-premises contract and the statutory cancellation right applies, you have the right to cancel the contract within **14 days** without giving any reason.

The cancellation period will expire 14 days after the day the service contract is concluded.

To exercise the right to cancel, you must inform **Clean Complete UK Ltd** of your decision to cancel by a clear statement, for example by email or in writing. You may use the cancellation form below, but you do not have to use it.

Company	Clean Complete UK Ltd
Registered office	167–169 Great Portland Street, 5th Floor, London, England, W1W 5PF
Email	info@cleancompleteuk.com

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.

Effects of Cancellation & Early Starts

If you cancel the contract within an applicable statutory cancellation period, we will deal with any refund due in accordance with applicable consumer law.

If you expressly requested that the cleaning service begin during the cancellation period and the service has already started, you may be required to pay an amount proportionate to the services supplied up to the time you tell us that you wish to cancel, where permitted by law.

If the service has been fully performed during the cancellation period following the express request and acknowledgement required by law, the statutory right to cancel may be lost.

Cancellation Form

Complete and return this form only if you wish to cancel the contract. You may also cancel by sending us another clear statement.

To: Clean Complete UK Ltd

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

Cleaning service / description	
Client name	
Property address	
Date contract concluded	
Client signature (if sent on paper)	
Date	

This cancellation information is for consumer cleaning services where the statutory cancellation rules apply and should be read alongside Clean Complete UK Ltd's Service Terms & Conditions. Nothing in this document limits your statutory consumer rights.