

R.F. Blount & Sons Ltd.

Plumbing, Heating & Electrical Specialists

Unit 2, A1/M1 Business Centre
Garrard Way, Kettering, NN16
8TD
Tel. 01536 514046
helpdesk@rdblount.co.uk
<https://www.rdblount.co.uk/>

CUSTOMER QUOTATION NO. 3719

Tom Tyler
The Trustees of the Victoria Hall
The Victoria Hall
High Street
Oakham
LE15 6AH

Quote No: 3719
Created Date: 03/02/2025
Site: The Victoria Hall High Street
Oakham LE15 6AH
Site Contact: Tom Tyler
Site Phone: 07989 440808
Project Mngr:

Following my visit we offer our quotation to to carry out the following works.

- Isolate, drain & remove the existing boilers
- Supply & install two Worcester Life 8000 boilers complete with horizontal flues
- Supply & install a new 25/80 circulating pump complete with valves
- Supply & install two 28mm magnetic Worcester filters
- Flush system in accordance with manufactures instruction
- Supply & install 20 TRV,s
- Supply & install 20 lock shield valves
- Wire to the existing controls
- Insulate all new pipework
- Install condense pipework from boilers to manufactures instructions
- Refill system including system inhibitor
- Clear all waste from site
- Upgrade pipework gas pipework from the existing meter
- Commission boilers & register with gas safe & manufactures

These boilers have a 10 year manufactures warranty subject to their T &C,s.



Co. VAT No GB 344 205 779

Co Reg No 05378118

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These prices are valid for 30 days from date of quote
We trust the above meets with your approval; we now await your
further instructions.
Best Regards,

Sub-Total ex VAT	£10618.50
VAT	£2123.70
Total inc VAT	£12742.20

Please note that if any suspected asbestos containing materials are discovered while carrying out the works, we will have to stop works immediately, contact a specialist asbestos company to remove it in a safe a legal way. This would be an additional cost to this quote.



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IF YOU ACCEPT THE QUOTE, AND BOOK THE WORKS WITHIN 14 DAYS, YOU ARE NEGATING YOUR RIGHT TO CANCEL. PLEASE READ AND SIGN THE BELOW IF APPROPRIATE.

NOTICE OF THE RIGHT TO CANCEL

Contract / Quote / Job Ref. No

Date

CUSTOMER CANCELLATION RIGHTS

The customer has the right to cancel the contract if he/she wishes and this right can be exercised by delivering or sending (including by electronic email) a cancellation notice to the person whose details are provided above, at any time within the period of 7 days starting with the day of receipt of this notice in writing of the right to cancel the contract.

The notice of cancellation is deemed to be served as soon as it is posted or sent to the trader, or in the case of electronic communication from the day it is sent to the trader.

You may use the cancellation form below if you wish, but your notice of cancellation does not need to be in this format. However, if you do decide to cancel the contract you must make this clear in any communication.

If you decide to cancel the contract, you may be required to pay for the goods or services supplied if the performance of the contract has begun with your written agreement before the end of the cancellation period.

If there is a related credit agreement this will be automatically cancelled if the contract for goods or services is cancelled.

CUSTOMER CANCELLATION NOTICE

If you wish to cancel the contract, you **MUST DO SO IN WRITING** and deliver personally or send (which may be by electronic mail or post) this to the person named below. You may use the form on the attached sheet if you want to, but you do not have to.

Complete, detach and return this form **ONLY IF YOU WISH TO CANCEL THE CONTRACT**



R.F. Blount & Sons Ltd.

Plumbing, Heating & Electrical Specialists

Unit 2, A1/M1 Business Centre, Garrard Way,
Kettering, Northants, NN16 8TD
Phone No. 01536 514046
Email helpdesk@rdblount.co.uk
Website www.rdblount.co.uk

CUSTOMER CANCELLATION NOTICE

To

R F Blount & Sons Ltd
Unit 2 A1 / M1 Business Centre
Garrard Way
Kettering
Northants
NN16 8TD

I/We (delete as appropriate) hereby give notice that I/we (delete as appropriate) wish to cancel my/our
(delete as appropriate) contract / quote / job ref

Name of consumer

Address of consumer

.....

.....

.....

Consumer Signature

Dated



TERMS AND CONDITIONS – DAY WORK

1. These terms

1.1 Why you should read them. Please read these terms carefully before you submit your order to us. These terms tell you who we are, how we will provide Services to you, how you and we may change or end the Contract, what to do if there is a problem and other important information. If you think that there is a mistake in these terms or require any changes, please contact us to discuss.

1.2 Are you a business customer or a consumer? In some areas you will have different rights under these terms depending on whether you are a business or consumer. You are a consumer if:

- You are an individual.
- You are buying Services from us wholly or mainly for your personal use (not for use in connection with your trade, business, craft or profession).

Provisions specific to consumers only are in RED and those specific to businesses only are in BLUE

1.3 If you are a business customer this is our entire agreement with you. If you are a business customer the Contract constitutes the entire agreement between us for the supply of Goods and Services to you. You acknowledge that you have not relied on any statement, promise, representation, assurance or warranty made or given by or on behalf of us which is not set out in these terms and that you shall have no claim for innocent or negligent misrepresentation or negligent misstatement based on any statement in this Contract.

2. Information about how to contact us

2.1 Who we are. We are RF Blount & Sons Limited a company registered in England and Wales with registration number 05378118. Our registered offices is at Unit 2, A1/M1 Business Centre, Garrard Way, Kettering, Northants, NN16 8TD. Our registered VAT number is 344 2057 79.

2.2 How to contact us. You can contact us by telephoning our customer service team at 01536 514046 or by writing to us at helpdesk@rfblount.co.uk or at Telford Way Industrial Estate, Kettering, Northants, NN16 8TD.

2.3 How we may contact you. If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order.

2.4 In these terms and conditions:

"Contract" means the agreement between you and us for the supply of Services and Goods in accordance with these terms and conditions.

"Goods" means the goods to be supplied to you in conjunction with our Services.

"Order" means your order for the supply of Services and/or Goods, as set out overleaf, placed by you over the telephone or your written acceptance of our quotation as the case may be.

"Services" means the services to be supplied to you in accordance with the Order.

"Writing" includes emails. When we use the words "writing" or "written" in these terms, this includes emails.

3. Our Contract with you

3.1 We only provide Services in the UK. Our website is solely for the promotion of our Services in the UK. Unfortunately, we do not provide Services to addresses outside the UK.

The Order constitutes an offer by you to purchase Services with any associated Goods in accordance with these terms and conditions.

The Order shall be deemed accepted when we agree with you (either by email or orally) that we will provide the Services at which point and on which date the Contract shall come into existence.

Any samples, drawings, descriptive matter or advertising issued by us and any descriptions of the Goods or illustrations or descriptions of the Services contained in our catalogues or website are issued or published for the sole purpose of giving an approximate idea of the Services and/or Goods described in them. They shall not form part of the Contract nor have any contractual force.

These terms and conditions apply to the Contract to the exclusion of any other terms that you seek to impose or incorporate, or which are implied by law, trade custom, practice or course of dealing.

Any quotation given by us shall not constitute an offer, and is only valid for a period of 30 Business Days from its date of issue. All of these terms and conditions shall apply to the supply of both Goods and Services except where application to one or the other is specified.

4. Your rights to make changes

If you wish to make a change to the Order please contact us. We will let you know if the change is possible. If it is possible we will let you know about any changes to the price of the service, the timing of supply or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change.

5. Our rights to make changes

5.1 Minor changes to the Services. We may change the Services:

- (a) to reflect changes in relevant laws and regulatory requirements such as health and safety rules that may apply; and
- (b) to implement minor technical adjustments and improvements. We will explain any change that may affect our delivery of the service to you.

6. Providing the Services

6.1 When we will provide the Services. We will supply the Services, and any necessary Goods to you as specified in the Contract until you end the Contract as described in clause 7 or we end the Contract by written notice to you as described in clause 9.

6.2 What is included in the Services? We include details of what is included in the Services in our quotation or we will agree this with you by telephone in response to your enquiry.

6.3 What is not included in the Services? We include details of exclusions from the Services in our quotation or we will agree this with you by telephone in response to your enquiry.

6.4 We are not responsible for delays outside our control. If our supply of the Services is delayed by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the Contract and receive a refund for any Services you have paid for but not received.

6.5 If you do not allow us access to provide Services. If you do not allow us access to your property to perform the Services as arranged (and you do not have a good reason for this) we may charge you additional costs incurred by us as a result. If, despite our reasonable efforts, we are unable to contact you or re-arrange access to your property we may end the Contract and clause 9.2 will apply.

6.6 Goods. The Goods that we supply may not be identical to the old parts that we are replacing but they will be suitable replacements.

6.7 When you become responsible for Goods. Goods will be your responsibility from the time we install the Goods at your premises.

6.8 When you own Goods. You own Goods once we have received payment in full.

6.9 What will happen if you do not give required information to us? We may need certain information from you so that we can supply the Services to you, for example, the type and age of your current appliance or system and details of any previous service history. We will contact you to ask for this information. If you do not give us this information within a reasonable time of us asking for it, or if you give us incomplete or incorrect information, we may either end the Contract (and clause 9.2 will apply) or make an additional charge of a reasonable sum to compensate us for any extra work that is required as a result. We will not be responsible for supplying the Services late or not supplying any part of them if this is caused by you not giving us the information we need within a reasonable time of us asking for it.

6.10 Reasons we may suspend the supply of Services to you. We may have to suspend the supply of Services to:

- (a) deal with technical problems or make minor technical changes;
- (b) update the Services to reflect changes in relevant laws and regulatory requirements; or
- (c) make changes to the Services as requested by you or notified by us to you (see clause 5).

6.11 Your rights if we suspend the supply of Services. We will contact you in advance to tell you we will be suspending supply of the Services, unless the problem is urgent or an emergency. You may contact us to end the Contract if we suspend it, or tell you we are going to suspend it, in each case for a period of more than 2 months and we will refund any sums you have paid in advance for the Services in respect of the period after you end the Contract.

6.12 We may also suspend supply of the Services if you do not pay. If you do not pay us for the Services when you are supposed to (see clause 14.4) and you still do not make payment within 28 days of us reminding you that payment is due, we may suspend supply of further Services until you have paid us the outstanding amounts. We will contact you to tell you we are suspending supply of further Services. We will not suspend the Services where you dispute the unpaid invoice (see clause 14.7). As well as suspending the Services we can also charge you interest on your overdue payments (see clause 14.6).

7. Your rights to end the Contract

7.1 You can always end your Contract with us. Your rights when you end the Contract will depend on what you have bought, whether there is anything wrong with it, how we are performing, when you decide to end the Contract and whether you are a consumer or business customer:

(a) If what you have bought is faulty or misdescribed you may have a legal right to end the Contract (or to get the Services re-performed or to get Goods repaired or replaced or to get some or all of your money back), see clause 11 if you are a consumer and clause 11.3 if you are a business;

(b) If you want to end the Contract because of something we have done or have told you we are going to do, see clause 7.2;

(c) If you are a consumer and have just changed your mind about the service, see clause 7.3. You may be able to get a refund if you are within the cooling-off period, but this may be subject to deductions;

(d) In all other cases (if we are not at fault and you are not a consumer exercising your right to change your mind), see clause 8.

7.2 Ending the Contract because of something we have done or are going to do. If you are ending the Contract for a reason set out at (a) to (d) below the Contract will end immediately and we will refund you in full for any Services which have not been provided and you may also be entitled to compensation. The reasons are:

- (a) we have told you about an upcoming change to the Services or these terms which you do not agree to (see clause 6);
- (b) we have told you about an error in the price or description of the Services you have ordered and you do not wish to proceed;
- (c) there is a risk that supply of the Services may be significantly delayed because of events outside our control;
- (d) we have suspended supply of the Services for technical reasons, or notify you we are going to suspend them for technical reasons, in each case for a period of more than 2 months; or
- (e) you have a legal right to end the Contract because of something we have done wrong.

7.3 Exercising your right to change your mind if you are a consumer (Consumer Contracts Regulations 2013). If you are a consumer then for most Services bought either online or away from our premises you have a legal right to change your mind within 14 days and receive a refund. These rights, under the Consumer Contracts Regulations 2013, are explained in more detail in these terms.

7.4 When consumers do not have a right to change their minds. Your right as a consumer to change your mind does not apply in respect of:

- (a) Services, once these have been completed, even if the cancellation period is still running; and
- (b) any Goods which become mixed inseparably with other items after their delivery.

7.5 How long do consumers have to change their minds? If you are a consumer how long you have to change your mind

depends on what you have ordered and how it is delivered.

(a) Services? You have 14 days after the day we contact you to confirm the Contract. However, once we have completed the

Services you cannot change your mind, even if the period is still running. If you cancel after we have started the Services, you

must pay us for the Services provided up until the time you tell us that you have changed your mind.

(b) Have you bought Goods (for example, spare parts)? If so you have 14 days after the day you receive the Goods unless the Goods have been installed at your premises during this period in which case you cannot change your mind, even if the period is still running.

8. How to end the Contract with us (including if you are a consumer who has changed their mind)

8.1 Tell us you want to end the Contract. To end the Contract with us, please let us know by doing one of the following:

(a) Phone or email. Call customer services on 01536 514046 or email us at helpdesk@rfblount.co.uk. Please provide your name,

home address, details of the order and, where available, your phone number and email address.

(b) By post. Simply write to us at Telford Way Industrial Estate, Kettering, Northants, NN16 8TD, including your name and address

and contract number as shown on our quotation.

8.2 How we will refund you. If you are entitled to a refund under these terms we will refund you the price you paid for the Services

including delivery costs, by the method you used for payment. However, we may make deductions from the price, as described below.

8.3 When we may make deduction from refunds if you are a consumer exercising your right to change your mind. If you are exercising your right to change your mind, we may deduct from any refund an amount for the supply of the Services for the period for which it was supplied, ending with the time when you told us you had changed your mind. The amount will be

in proportion to what has been supplied, in comparison with the full coverage of the Contract.

8.4 When your refund will be made. We will make any refunds due to you as soon as possible. If you are a consumer exercising

your right to change your mind then your refund will be made within 14 days of your telling us you have changed your mind

9. Our rights to end the Contract

9.1 We may end the Contract if you break it. We may end the Contract at any time by writing to you if:

(a) you do not make any payment to us when it is due and you still do not make payment within 30 days of us reminding you that payment is due;

(b) you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the Services;

(c) you do not, within a reasonable time, allow us to deliver the Services to you; or

(d) you do not, within a reasonable time, allow us access to your premises to supply the Services.

9.2 You must compensate us if you break the Contract. If we end the Contract in the situations set out in clause 9.1 we will

refund any money you have paid in advance for Services we have not provided but we may deduct or charge you reasonable

compensation for the net costs we will incur as a result of your breaking the Contract.

10. If there is a problem with the Services or any Goods

How to tell us about problems. If you have any questions or complaints about our Services or any Goods supplied, please

contact us. You can telephone our customer service team. Please see our contact details in clause 2.1.

11. Your rights in respect of defective Goods and Services if you are a consumer

11.1 If you are a consumer we are under a legal duty to supply Services that are in conformity with this Contract. See the box below

for a summary of your key legal rights in relation to the Services. Nothing in these terms will affect your legal rights.

This is a summary of your key legal rights. These are subject to certain exceptions. For detailed information please visit the

Citizens Advice website www.adviceguide.org.uk or call 03454 04 05 06.

In relation to Services, the Consumer Rights Act 2015 says:

a) You can ask us to repeat or fix a service if it's not carried out with reasonable care and skill, or get some money back if we can't fix it.

b) If you haven't agreed a time beforehand, it must be carried out within a reasonable time.

See also clause 7.2

If we have supplied Goods, the Consumer Rights Act 2015 says Goods must be as described, fit for purpose and of satisfactory

quality. During the expected lifespan of your Goods your legal rights entitle you to the following:

a) Up to 30 days: if your Goods are faulty, then you can get an immediate refund.

b) Up to six months: if your Goods can't be repaired or replaced, then you're entitled to a full refund, in most cases

c) Up to six years: if your Goods do not last a reasonable length of time you may be entitled to some money back.

11.2 See also clause 7.3

11.3 Your right to repairs or refunds may be affected if you have not followed the manufacturer's or our instructions about the use

and maintenance of your appliance.

12. Your rights in respect of defective Goods and Services if you are a business

12.1 If you are a business customer we warrant that on delivery, and for a period of 12 months from the date of delivery (warranty

period), any Goods shall:

(a) conform in all material respects with their description;

(b) be free from material defects in design, material and workmanship;

(c) be of satisfactory quality (within the meaning of the Sale of Goods Act 1979); and

(d) be fit for any purpose held out by us.

12.2 Subject to clause 12.3, if:

(a) you give us notice in writing during the warranty period within a reasonable time of discovery that any Goods do not comply

with the warranty set out in clause 12.1; and

(b) we are given a reasonable opportunity of examining such Goods; and

we shall, at our option, repair or replace the defective Goods, or refund the price of the defective Goods in full.

12.3 We will not be liable for any Goods' failure to comply with the warranty in clause 12.1 if:

(a) you make any further use of the Goods after giving a notice in accordance with clause 12.2(a);

(b) the defect arises because you failed to follow our oral or written instructions as to the use or maintenance of your appliance

or (if there are none) good trade practice;

(c) the defect arises as a result of us following any drawing, design or specification supplied by you;

(d) the defect arises as a result of the original design of your heating system by any third party;

(e) you alter or repair the appliance without our written consent or allow any third party to do so; or

(f) the defect arises as a result of fair wear and tear, wilful damage, negligence, or abnormal working conditions.

12.4 We will not be liable to you for any delays caused by third party suppliers of Goods.

12.5 Except as provided in this clause 11.3, we shall have no liability to you in respect of any Goods failure to comply with the

warranty set out in clause 12.1.

12.6 We shall supply the Services to you in accordance with the Contract in all material respects.

12.7 We shall use all reasonable endeavours to meet any performance dates for the Services specified in the Contract, but any

such dates shall be estimates only and time shall not be of the essence for the performance of the Services.

12.8 We warrant that the Services will be provided using reasonable care and skill.

12.9 These terms shall apply to any repaired or replacement Goods and Services supplied by us under clause 11.3.

13. Your obligations

13.1 You shall:

(a) ensure that the terms of the Order are complete and accurate;

(b) co-operate with us in all matters relating to the Services;

(c) provide us, our employees, agents, consultants and subcontractors, with access to your property and other facilities as

reasonably required by us to provide the Services;

(d) provide us with such information and materials as we may reasonably require in order to supply the Services, and

ensure that such information is complete and accurate in all material respects;

(e) prepare your property for the supply of the Services;

(f) obtain and maintain all necessary licences, permissions and consents which may be required for the Services before the date

on which the Services are to start; and

(g) keep all our materials, equipment, documents and other property at your property in safe custody at your own risk, maintain

the same in good condition until returned to us, and not dispose of or use the same other than in accordance with our

written

instructions or authorisation.

13.2 If our performance of any of our obligations under the Contract is prevented or delayed by any act or omission by you or failure by you to perform any relevant obligation (Default);

(a) without limiting or affecting any other right or remedy available to it, we shall have the right to suspend performance of the Services until you remedy your Default, and to rely on your Default to relieve us from the performance of any of our obligations in each case to the extent your Default prevents or delays our performance of any of our obligations;

(b) we shall not be liable for any costs or losses sustained or incurred by you arising directly or indirectly from our failure or delay to perform any of our obligations as set out in this clause 13.2; and

(c) you shall reimburse us on written demand for any costs or losses sustained or incurred by us arising directly or indirectly from your Default.

14. Price and payment

14.1 Where to find the price. The price of the Services (which includes VAT) will be the price indicated or calculated as specified in the Contract. The price of the Goods (which includes VAT) will be as specified in the Contract or our service engineer will advise you of the price of the Goods required. We take all reasonable care to ensure that prices advised to you are correct. However please see clause 14.3 for what happens if we discover an error in the price of the Services you order.

14.2 We will pass on changes in the rate of VAT. If the rate of VAT changes between your order date and the date we supply the Services or Goods, we will adjust the rate of VAT that you pay, unless you have already paid in full before the change in the rate of VAT takes effect.

14.3 What happens if we got the price wrong? It is always possible that, despite our best efforts, some of the Services or Goods we sell may be incorrectly priced. We will normally check prices before accepting your order so that, where the correct price of the Services or Goods at your order date is less than our stated price at your order date, we will charge the lower amount. If correct price at your order date is higher than the price stated to you, we will contact you for your instructions before we accept your order.

14.4 When you must pay and how you must pay. You must pay the invoice for the Services no later than the end of the month following month in which our invoice is issued or (if you are a business customer) in accordance with any credit terms agreed by us and confirmed in writing to you.

14.5 Our right of set-off if you are a business customer. If you are a business customer you must pay all amounts due to us under these terms in full without any set-off, counterclaim, deduction or withholding (other than any deduction or withholding of tax as required by law).

14.6 We can charge interest if you pay late. If you do not make any payment to us by the due date we may charge interest to you on the overdue amount at the rate of 4% a year above the base lending rate of Barclays Bank plc from time to time but at 4% a year for any period when that base rate is below 0%. This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You must pay us interest together with any overdue amount.

14.7 What to do if you think an invoice is wrong. If you think an invoice is wrong please contact us promptly to let us know. You will not have to pay any interest until the dispute is resolved. Once the dispute is resolved we will charge you interest on correctly invoiced sums from the original due date.

15. Our responsibility for loss or damage suffered by you if you are a consumer

15.1 We are responsible to you for foreseeable loss and damage caused by us. If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this Contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the Contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process.

15.2 We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal including the right to receive Services which are: as described in any information we provided to you; of satisfactory quality; fit for any particular purpose made known to us; supplied with reasonable skill and care and, where installed by us, correctly installed; and for defective Services under the Consumer Protection Act 1987

15.3 When we are liable for damage to your property. If we are providing Services in your property, we will make good any damage to your property caused by us while doing so. However, we are not responsible for the cost of repairing any preexisting faults

15.4 We are not liable for business losses. If you are a consumer we only supply the Services for to you for domestic and private use. If you use the Services for any commercial, business or re-sale purpose our liability to you will be limited as set out in clause 16.

16. Our responsibility for loss or damage suffered by you if you are a business

16.1 Nothing in these terms shall limit or exclude our liability for:

(a) death or personal injury caused by our negligence, or the negligence of our employees, agents or subcontractors (as applicable);

(b) fraud or fraudulent misrepresentation;

(c) breach of the terms implied by section 2 of the Supply of Goods and Services Act 1982;

(d) defective Services under the Consumer Protection Act 1987; or

(e) any matter in respect of which it would be unlawful for us to exclude or restrict liability.

16.2 Except to the extent expressly stated in clause 12.1 all terms implied by sections 13 to 15 of the Sale of Goods Act 1979 and sections 3 to 5 of the Supply of Goods and Services Act 1982 are excluded.

16.3 Subject to clause 16.1:

(a) we shall not be liable to you, whether in Contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with any Contract between us; and

(b) our total liability to you for all other losses arising under or in connection with any Contract between us, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall be limited to 200% of the total sums paid by you for Goods and/or Services under the Contract.

17. How we may use your personal information

How we will use your personal information. We will only use your personal information as set out on our website www.rfbblount.co.uk.

18. Other important terms

18.1 We may transfer this Contract to someone else. We may transfer our rights and obligations under these terms to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the Contract. If you are unhappy with the transfer you may contact us to end the Contract within 28 days of us telling you about it and we will refund you any payments you have made in advance for Services not provided.

18.2 You need our consent to transfer your rights to someone else (except that you can always transfer our guarantee).

You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing.

18.3 Nobody else has any rights under this Contract (except someone you pass your guarantee on to). This Contract is between you and us. No other person shall have any rights to enforce any of its terms, except as explained in clause 18.2 in respect of our guarantee. Neither of us will need to get the agreement of any other person in order to end the Contract or make any changes to these terms.

18.4 If a court finds part of this Contract illegal, the rest will continue in force. Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

18.5 Even if we delay in enforcing this Contract, we can still enforce it later. If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this Contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you but we continue to provide the Services, we can still require you to make the payment at a later date.

18.6 Which laws apply to this Contract and where you may bring legal proceedings if you are a consumer? These terms are governed by English law and you can bring legal proceedings in respect of the Services in the English courts.

18.7 Which laws apply to this Contract and where you may bring legal proceedings if you are a business? If you are a business, any dispute or claim arising out of or in connection with the Contract between us or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales and the courts of England and Wales shall have exclusive jurisdiction to settle any such dispute or claim.