

Company Information - Provision of Service Regulations

- **Name:** A2Z Removals Nottingham Ltd
- **Business Trading Address:** Unit B14, Bulwell Business Centre, Pottery Court, Bulwell, Nottm, NG6 8GN
- **Telephone:** 0770606 8759 – 01332 289584 – 0800 037 0187
- **Email:** info@a2zremovals.co.uk
- **Website:** www.houseremovalsnotttingham.co.uk
- **VAT number:**
- **Registered office and postal address:** Southfields, Common Lane, Bramcote, Nottingham, NG9 3DT
- **Legal form:** A limited company registered in April 2015 and incorporated in the UK
- **Public registers:** Details about our Limited Company's registration can be viewed at www.companieshouse.gov.uk under reference number 891 29 93.
- **Business Activities our Services:** House removal Services and single items removals and relocations and office relocations
- **Insurance Details:** Insurance Provider __Basil & Fry__ Expiry Date: __July 2017__
- **Applicable law:** Unless otherwise agreed, English law, with the English Courts having exclusive jurisdiction in relation to any claim, dispute or difference concerning the service and any matter arising from it.
- **Complaints:** We always endeavour to provide the best service and products for our customers. However, on rare occasions, we recognise that there may be times where our customers may not be completely satisfied.

To ensure we are able to put things rights as soon as we can, please read our complaints procedure below and we will respond promptly to ensure complete satisfaction.

As soon as possible after the completion of the works, please inspect the work to ensure everything has been carried out to our usual high standards.

In the unlikely event there is anything you are not completely satisfied with, please contact us as soon as you can in order that we can rectify any problems as soon as possible. Either call, write or email us on the details at the top of this document.

We aim to respond within 7 days of receiving your complaint and where possible, will provide you with a date to remedy any issues raised.

Where we are unable to resolve your complaint using our own complaints procedure, as a Which? Trusted trader we use Dispute Resolution Ombudsman for dispute resolution. In the unlikely event that we cannot remedy your complaint to your satisfaction you may wish to refer your complaint to them. If you wish to do so please contact Which? Trusted traders in the first instance on **0333 241 3209**.
- **Regulating body:** FSB, Trusted Trader Derbyshire
- **General terms and conditions:** A booking confirmation accompanied by our standard terms and conditions will be provided upon booking.
- **Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013:**

Notice of the Right to Cancel

Under the above named regulation you have a right to cancel this contract during a period of 14 calendar days from the day this notice is sent or given to you.

However if you have already given written approval for the work to begin before the end of the cancellation period you may be required to pay for goods or services already provided.

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 below if you want to but you do not have to by calling us on the numbers provided.

The notice of cancellation is deemed to be served as soon as it is received.