



Model Cancellation Form

For consumer orders placed online/at a distance. Use this form only if you wish to cancel the contract within your statutory cooling-off period.

To:

Pretium Synergy Ltd

Website: <https://pretiumsynergy.co.uk>

Email: Customer.service@pretiumsynergy.co.uk

Postal address: 10A High Street, Chislehurst BR7 5AN

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

- Order number: _____
- Product(s)/Service(s): _____
- Ordered on / received on (delete as appropriate): ____ / ____ / ____
- Customer name: _____
- Customer address: _____
- Customer phone/email: _____

If goods have been delivered:

I will send the goods back without undue delay and no later than 14 days from the day I told you I was cancelling.

- Address for returns (if different): _____
- Preferred collection (if applicable and agreed): _____

Signature (only if this form is notified on paper): _____

Date: ____ / ____ / ____

How to use this form (for consumers)

- You have **14 days** from the day after you receive your goods to cancel without giving a reason.
- If you also purchased **installation/services** and asked us to start within the 14 days, you may still cancel but you'll need to pay for the work done up to the point



of cancellation. Once installation is fully completed, the right to cancel the service element ends.

- Send this form by email or post, or submit an online version via our website (if available). We will acknowledge receipt.
- Return goods within **14 days** of telling us you are cancelling. You're responsible for any diminished value caused by handling beyond what's necessary to check the goods.
- Refunds are made within **14 days** of us receiving the goods back or you providing evidence of return (whichever is earlier). Standard delivery charges are refunded.