Subject to Points 1 and 2 of the Terms & Conditions above, you have 14 days from the date of this contract (for services) or 14 days from the date of receiving stock goods in which to cancel the contract. You may cancel your contract by writing to the Purchaser at the address below, or by telephone, fax, email, or delivery service of your choosing.

Your written request for cancellation must be returned to the Purchaser within the 14 day period. If you fail to return your written request for cancellation within the 14 day period, the contract will be deemed to have been accepted by you.

In the unlikely event that you have a complaint against the Company, please contact the office in writing using the postal address overleaf. Your complaint will be dealt with by senior Falcon staff. If the complaint is not resolved to your satisfaction, you may have the right to refer the matter to an independent body for adjudication. This includes but is not limited to the Office of Fair Trading. Any further work being undertaken. If advance staged payments are not made by the Purchaser, the total remaining balance will be considered as due. In this situation no further work will be undertaken by The Company until the whole balance has cleared into The Company's bank account.

Where the purchase price has been agreed by the parties, The Purchaser expects prompt payment upon satisfactory installation of each stage. The Company will not be liable to compensate The Company for costs incurred in relation to recovering the debt. Should Legal action by required to recover the outstanding debt, further charges will be levied against The Purchaser at the rate of £50 per hour to cover the costs for the investigation and recovery of the debt, including letters, emails, telephone calls and other procedures deemed appropriate by The Company to assist in recovering the debt.

All goods remain the property of The Company until paid for in full.

In the unlikely event that you have a complaint about the services provided by the Company, please contact the office in writing using the postal address or email address overleaf. Your complaint will be dealt with by senior Falcon Management. Should your complaint not be resolved to your satisfaction, you may have the right to refer the matter to an independent body for adjudication. This includes but is not limited to the Office of Fair Trading. Any further work being undertaken. If advance staged payments are not made by the Purchaser, the total remaining balance will be considered as due. In this situation no further work will be undertaken by The Company until the whole balance has cleared into The Company's bank account.

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