Herts Careline
Because independence is important

Right to cancel

Community alarm service / Telecare

Client cancellation rights

You have the right to cancel this contract, if you wish, within fourteen (14) calendar days starting on the day after you entered into this contract with North Hertfordshire District Council (trading as Hertfordshire Careline).

Work commencing prior to the expiry of the cancellation period

If you elect to cancel within the 14 calendar day period set out above and you have already had the community alarm or telecare equipment installed you will be liable for the reasonable costs of work carried out by North Hertfordshire Council prior to cancellation.

Cancellation process

To exercise you right to cancel you must inform us of your decision to cancel this contract by way of a clear statement (e.g. by letter sent by post, email or fax). You may use the form over page if you want to but you do not have to. It is advisable for you to keep a copy of any cancellation communication.

(Complete and return this portion of the form ONLY if you wish to cancel the contract)

TO: North Hertfordshire District Council, T/A Hertfordshire Careline

Postal address: 55 Harkness Court
Franklin Gardens
Hitchin
Hertfordshire
SG4 0BS

Fax: 01462 34 3000
Email: Careline@north-herts.gov.uk

Your name(s): ……

……

Your address: ……

……

……

I/We [*] herby give notice that I/We [*] cancel my/our [*] contract for the supply of the following service:

community alarm service [*]
OR
telecare service [*]

Ordered on: ……

Received on: ……

Signature of consumer(s): (1) ……

(2) ……

Date: ……/……/20……

[*] Delete as appropriate

FOR OFFICE PURPOSE ONLY: (Insert reference number, code and other details to enable the contract to be identified)