



Right to cancel

0300 999 2 999
www.care-line.co.uk



Herts Careline
Because independence
is important

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 Herts Bernie device sent to you, you will be liable for the reasonable costs North Hertfordshire District Council has incurred prior to cancellation.

Cancellation process

To exercise your 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 or email). You may use the form at the bottom of this 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:

MSU / Herts Careline / Herts Bernie
North Hertfordshire District Council
Council Offices,
Gernon Road
Letchworth Garden City,
Herts SG6 3JF

Email:

CarelineSupport@north-herts.gov.uk

Your name:

Your address:

I hereby give notice that I cancel my contract for the supply of the following service:

Herts Bernie Service (Please tick)

Ordered on:

Received on:

Signature:

Date:

FOR OFFICE PURPOSE ONLY:

(Insert reference number, code and other details to enable the contract to be identified)