



Can I cancel my credit agreement?

You can cancel some agreements and not others. Check the credit form - if you can cancel there should be a box headed 'Your right to cancel' which tells you what to do.

You should be able to cancel if:

- you signed within the last few days;
- you talked to the lender or trader in person (not on the phone); and
- you signed the agreement at home.

You cannot cancel:

- if you signed in the trader's shop, office or other business premises such as an exhibition stand;
- if you arranged the deal entirely on the phone, even if you signed at home.

How do I cancel the deal?

A few days after you signed you should receive a second copy of the agreement through the post. This will include details about how to cancel. You have five days after receiving this to cancel.

You should always keep a copy of any cancellation notice or letter that you send and get proof of posting.

What should I do with the goods?

Any goods you were buying through the credit agreement will have to go back, but it is the seller's responsibility to take them away. Keep them in good condition until they are collected.

If you cancel a loan which is linked to buying a product, such as double glazing, you do not have to have the double glazing. Cancelling the credit agreement cancels the contract to buy. This does not apply if you take out a loan, for example from a bank, which is unconnected with the purchase.

Please turn over...

Trading Standards County Hall West Bridgford Nottingham NG2 7QP Tel: 08450 505 200	Trading Standards 16 Regent Street Mansfield Nottinghamshire NG18 1SS Tel: 08450 505 200	Trading Standards 2 Middle Gate Newark Nottinghamshire NG24 1AG Tel: 08450 505 200	Trading Standards 17B The Square Retford Nottinghamshire DN22 6DB Tel: 08450 505 200
Website: www.consumercomplaints.org.uk Minicom: 0115 9772395			

Timeshare agreements

If you sign a timeshare agreement in this country, you have 14 days in which to cancel.

Cold-calling - cash agreements signed at home

If you did not invite a trader to contact you, you usually have 7 days to cancel any cash agreement as long as the purchase costs more than £35. (Whilst this does not apply to certain building work, e.g. home extensions, it does apply to repairs or improvements to property, e.g. double glazing, kitchen installations etc.) This applies even if you agreed to a visit during an unsolicited phone call from the company. It does not apply if you contacted the firm and asked for a visit to discuss an intended purchase.

All our information leaflets are available in a range of formats, including tape, large print or Braille. They can also be translated into any main language spoken in Nottinghamshire. If this would be useful to you please contact us on 0115 9773389.