1. This quotation remains open for acceptance for a period of 30 days following the installation survey unless otherwise dictated by the scheme manager, external bodies or grant funders. Once the terms and conditions have been agreed in writing acceptance will be recorded at an invoice which will be sent by post to Aran Insulation Limited, Units 1–6, The Old Station, Higham, Bury St Edmunds, Suffolk, IP28 6NE, telephone call to 01284 812520, fax to 01284 811166 or e-mail to info@aranservices.co.uk. A complaint, when received, will be reviewed and you will be informed of the findings. We will send you our full complaints handling statement and will keep you updated throughout the process. We aim to resolve your complaint within eight weeks of receipt. Any action relating to resolution of your complaint will be carried out as soon as reasonably possible. If We are under a legal duty to provide Goods or Services, We will provide you with the information to which you are entitled by law. Where any suitable resolution can be reached or if you are not satisfied with Our decision, We will inform you that you may refer the complaint to an Alternative Dispute Resolution Service in accordance with the Alternative Dispute Resolution Regulations 2015. In the absence of such a service We undertake to respond to any complaint within 28 days.

2. You have the right to cancel this contract within 14 days without giving any reason in accordance with and only to the extent provided by the Consumer Contracts Regulations.

3. To exercise the right to cancel, you must inform Us of your decision to cancel this contract by clear statement (e.g. a letter sent by post to the address in section 24, telephone 01284 812520, fax 01284 811166 or e-mail info@aranservices.co.uk). You may use the attached model cancellation form for this purpose. If you use the model cancellation form, you may electronically complete it and return it to Us, or which we feel may interest you, where you have consented to be contacted for such purposes.

4. We will contact you by email, phone, text message or other forms of electronic communications.

b. If we are contacting you to tell you about any offers, we will, as far as possible, do this in line with how you have told us you would prefer to receive marketing information.

c. We use information held about you in the following ways:

i. to carry out our obligations arising from any agreements entered into between you and us, this may include sharing relevant information with: the Department for Business, Energy & Industrial Strategy (BEIS); The Office of Gas and Electricity Market (Ofgem); the Her Majesty’s Revenue and Customs (HMRC); The Office of Gas and Electricity Markets (Ofgem); The Health & Safety Executive (HSE); companies supporting the installation such as building specialists, software providers, guarantee companies, technical management agencies, intermediaries/ contractors; and charities, social housing providers, building control inspectors, the property owner or managing agent (where applicable), and the energy company promoting the measure.

ii. to provide you with information, products or services that you request from us or which we feel you would be interested in, where you have consented to be contacted for such purposes;

iii. to notify you about changes to our service.

5. We may also use your data, or permit selected third parties to use your data, to provide you with information about goods or services which may be of interest to you or which you may be interested in.

6. We will provide you with the information to which you are entitled by law. Where any suitable resolution can be reached or if you are not satisfied with Our decision, We will inform you that you may refer the complaint to an Alternative Dispute Resolution Service in accordance with the Alternative Dispute Resolution Regulations 2015. In the absence of such a service We undertake to respond to any complaint within 28 days.

7. You have the right to cancel this contract within 14 days without giving any reason in accordance with and only to the extent provided by the Consumer Contracts Regulations.

8. To exercise the right to cancel, you must inform Us of your decision to cancel this contract by clear statement (e.g. a letter sent by post to the address in section 24, telephone 01284 812520, fax 01284 811166 or e-mail info@aranservices.co.uk). You may use the attached model cancellation form for this purpose. If you use the model cancellation form, you may electronically complete it and return it to Us, or which we feel may interest you, where you have consented to be contacted for such purposes.

9. We will contact you by email, phone, text message or other forms of electronic communications.

b. If we are contacting you to tell you about any offers, we will, as far as possible, do this in line with how you have told us you would prefer to receive marketing information.

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10. We will contact you by email, phone, text message or other forms of electronic communications.

b. If we are contacting you to tell you about any offers, we will, as far as possible, do this in line with how you have told us you would prefer to receive marketing information.

c. We use information held about you in the following ways:

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ii. to provide you with information, products or services that you request from us or which we feel you would be interested in, where you have consented to be contacted for such purposes;

iii. to notify you about changes to our service.

11. We may also use your data, or permit selected third parties to use your data, to provide you with information about goods or services which may be of interest to you or which you may be interested in.

12. We will provide you with the information to which you are entitled by law. Where any suitable resolution can be reached or if you are not satisfied with Our decision, We will inform you that you may refer the complaint to an Alternative Dispute Resolution Service in accordance with the Alternative Dispute Resolution Regulations 2015. In the absence of such a service We undertake to respond to any complaint within 28 days.