

# Cancellation, complaints and extra info

**We have set out some key information below. You can download and save this for future use - but don't worry we'll keep this information here for you as well.**

## Cancellation

If you have taken out Boiler & Home Cover, Bill Protector or Income Protector with us, please check your policy documents which set out your rights to cancel these services.

You have the right to cancel your agreement in relation to each service within 14 days without giving any reason. The cancellation period will expire 14 days after the date we accept your order for that service or for goods, 14 days after the date you receive them.

To exercise the right to cancel, you must contact Customer Services on **0333 777 0 777** or write to us at **Customer Services, Utility Warehouse, Network HQ, 508 Edgware Road, The Hyde, London NW9 5AB** informing us clearly of your decision to cancel your services. We recommend you use the attached cancellation form, but you don't need to.

To meet the cancellation deadline, it is sufficient for you to send your communication telling us you want to cancel before the cancellation period has expired (with adequate postage if sent by post).

If you have used or damaged any of the goods we may have supplied to you, or fail to return any goods to us, then additional charges may be payable by you as set out below.

Eligible multi-service customers have 30 days to change their mind, see our [Terms and Conditions](#) for more information.

## Effects of cancellation

All goods must be returned to us undamaged, together with any chargers or other accessories supplied, and preferably in its original packaging - i.e. 'Undamaged'. You are allowed to do what is necessary for you to confirm that goods you have received are as expected and in good working order, but not any more than that. If the goods you return are not Undamaged (as described above) or you fail to return the goods, then you will have to pay us the reasonable costs we incur in repairing, refurbishing or replacing the goods, up to a maximum (for mobile phones) of 24 times the monthly

handset licensing charge (as shown in our Handset Guide), and for other goods a maximum of our published retail price.

We will reimburse any initial payments received from you, apart from any express delivery charges, without undue delay (but not payments for services we have supplied, if you asked for your services to start within 14 days, or contracted to supply within the cancellation period), and not later than 14 days after the date we have received back from you all goods supplied in an Undamaged condition; if no goods are supplied, reimbursement will be made no later than 14 days after the date we are informed about your decision to cancel your agreement. We will make the reimbursement using the same means of payment as you used for the initial transaction, unless we are unable to do so (for example, the card you used has been cancelled) in which case we will use reasonable endeavours to agree on an alternative method.

Any goods you have received from us in connection with your agreement must be returned to Utility Warehouse, Network HQ, 508 Edgware Road, The Hyde, London NW9 5AB without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation of your agreement to us. You will have to bear the direct cost of returning the goods.

You will need to pay us for any service(s) provided to and/or used by you prior to the date your cancellation request is received and processed by us.

## Complaints

We promise to investigate your complaint fully and provide you with a resolution in a timely manner. We will:

- Apologise
- Give you a full explanation
- Take appropriate actions to put things right
- Arrange compensation in appropriate circumstances

If at any point during the complaints handling procedure you're unhappy with how your complaint is being handled, you may request for your complaint to undergo an internal review. You can also find free, independent advice by contacting the Citizens Advice consumer service anytime during the complaint process.

### Step 1: Registering your complaint with us

So that we can deal with your complaint, please get in touch. If you contact us by telephone we'll always work to resolve your complaint within one working day.

If you contact us by email or letter, we'll always work to resolve this by 5pm the day after the letter or email is received. Of course, some issues take longer to resolve; if this is the case, we'll set your expectations within the above timescales.

Most complaints are resolved at this stage. If you're not happy at any point you may ask to speak with a member of our escalations team, who may then refer to either the management team or one of our

specialist teams. If your complaint isn't resolved to your satisfaction within the above timescales you may proceed to the next step.

At UW, your customer satisfaction is important to us, that's why we've signed up to Ofcom's Automatic Compensation scheme for Phone and Broadband services. This means that, if you're eligible, we offer Automatic compensation for:

- Delayed repairs following loss of service;
- Delayed activation; and
- Missed appointments

Send us a message: [uw.co.uk/help/contact-us](https://uw.co.uk/help/contact-us)

Deaf or speech impaired customers can email us at: [hearingsupport@uw.co.uk](mailto:hearingsupport@uw.co.uk)

Call us: **0333 777 0777**

#### **Hearing or speech impaired services:**

Relay UK service: Please dial **18001**, in front of the number above to use the national relay service

SignVideo service: [uw.co.uk/help/contact-us](https://uw.co.uk/help/contact-us)

#### **Write to us:**

Customer Services Utility Warehouse  
Network HQ  
508 Edgware Road  
The Hyde  
London  
NW9 5AB

## **Step 2: If there's a problem with your complaint**

If, after reporting your complaint through Step 1, you feel that it hasn't been satisfactorily dealt with by 5pm the following working day, you may contact our Customer Escalations Team.

Our Customer Escalations Team is specifically dedicated to resolving your complaint and will carry out an independent internal review to make sure it's resolved to your satisfaction. If we're unable to reach an agreement, we will write to you explaining our position and final decision.

#### **Write to us:**

Customer Escalations Team  
Utility Warehouse  
Network HQ  
508 Edgware Road  
The Hyde  
London  
NW9 5AB

## **Step 3: If the complaint isn't resolved to your satisfaction**

If our Customer Escalations Team hasn't resolved your complaint to your satisfaction after eight weeks of first registering your complaint with us, or we have issued you a letter explaining our position and final decision, and you are still unhappy, then you may contact the Ombudsman Services. If referring your case to the Ombudsman Services, you must do this within 12 months of the date we issue you with the deadlock letter stating our final position.

Ombudsman Services offers a free and impartial service for consumers. They will investigate your complaint and will provide a decision. You can then choose to accept or reject their decision.

If you accept, we must act on their findings. They could ask us to provide an apology, explanation, take remedial action and provide monetary compensation in appropriate circumstances.

If you reject their decision, you may pursue your complaint elsewhere, but you will lose the right to any resolution through the Ombudsman services.

Remember, you may contact Citizens Advice at any time during the complaint process for free, independent and practical advice.

## Ombudsman Services

The Ombudsman Services resolve disputes between consumers and companies signed up to their scheme. It's an impartial, free service.

---

### Ombudsman Energy

Telephone: **0330 440 1624**

Deaf or speech impaired customers: **0330 440 1600**

Online: **[ombudsman-services.org](https://ombudsman-services.org)**

Ombudsman Services Energy  
PO Box 966, Warrington, WA4 9DF

---

### Ombudsman Communications

Telephone: **0330 440 1614**

Deaf or speech impaired members: **0330 440 1600** a

Online: **[ombudsman-services.org](https://ombudsman-services.org)**

Ombudsman Services Communications  
PO Box 730, Warrington, WA4 6WU

---

### Ombudsman Financial

Telephone: **0800 023 4567** or **0300 123 9123**

Online: **[financial-ombudsman.org.uk](https://financial-ombudsman.org.uk)**

Email: **[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)**

The Financial Ombudsman Service,  
Exchange Tower, London, E14 9SR

## Codes of practice

We have signed up to the following codes of practice:

- Broadband speeds
- Automatic compensation
- Ofcom General Condition C7 Switching
- Ofcom General Condition C8 Sales
- Premium rate services information
- Smart metering installation codes of practice
- Vulnerability policy - telephony services

And you can find further information at [uw.co.uk/legal/codes-of-practice](http://uw.co.uk/legal/codes-of-practice)

## Extra Information - Terms, conditions and charges

Further information about our services, charges and benefits can be found in our [Terms and Conditions](#) and [Tariff Guide](#)

If you have taken home phone and/or mobile our per price per minute charges for calls and charges for additional data, texts, roaming and additional features are calculated in accordance with our [Tariff Guide](#)

Early termination fees and/or exit fees may be charged please see [Terms and Conditions](#), [Tariff Guide](#) and [Energy Fixed Tariff](#) for further details.

It is our responsibility to supply you with goods that meet your consumer rights. If you have any concerns that we have not met our obligations please contact us.

# Cancellation Form

Also available on our website at [uw.co.uk](http://uw.co.uk)

**Please return to:**

**Utility Warehouse, Network HQ, 508 Edgware Road, The Hyde, London, NW9 5AB**

**Email via:** [uw.co.uk/help/contact-us](http://uw.co.uk/help/contact-us)

**I/We\* hereby give notice that I/we\* cancel my/our\* agreement for the supply of the following services**

<b>Ordered on</b>		<b>Account number</b>	
<b>Name of customer(s)</b>			
<b>Address of customer(s)</b>			
<b>Postcode</b>		<b>Date</b>	
<b>Signature of customer(s)</b>			