

## Cancelling services you have arranged

You are likely to be familiar with arranging services needed day to day, such as mobile phone contracts, broadband connection, building services, letting agents etc...

Whilst these are things you most likely need, it is important that you understand what you're agreeing to, and if you have a right to cancel.

Before you agree to the service:

- Shop around - try to get a few different quotes or prices for the service
- Check reliability - read reviews, check trader approval schemes
- Find out full costs of the service
- Understand the full details of the agreement and be certain that you are happy with it
- Get some advice before you agree to the service

Being able to cancel a service you have arranged will depend on a number of reasons:

- What the service is – for example, decorating, mobile phone, broadband, gardening
- Where you arranged the service - online, business premises, over the phone
- If you are entitled to a cooling off period
- If you waive your right to a cooling off period by asking for the service to start straight away
- You have been misled
- You have been pressured into the agreement

Read the Citizens Advice consumer pages 'Cancelling a service you have arranged' and also 'Cancelling building or decorating work'.

[www.citizensadvice.org.uk/consumer/](http://www.citizensadvice.org.uk/consumer/)

Get advice from the Citizens Advice consumer helpline: 03454 04 05 06

Welsh-speaking adviser: 03454 04 05 05