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|------------------|------------|
| - Proposal Date: | 01/01/2024 |
| Agreement Ref:   | Sample     |
| Agreement Date:  | TBC        |

Terms of offer 0% Flex-Pay 2024-001.Rev30.12

**DO NOT PAY THE DEPOSIT UNTIL YOU HAVE READ THE ENTIRE AGREEMENT (2 PAGES)**

**SAMPLE Credit agreement between:**

Customer:

Mr John Sample  
123 New Street  
Dudley  
DY1 9XX

Phone: 07766 554433  
Email: johnsample1999@sample.com  
DOB: 01/01/1999

Company:

Abbott's Security Ltd  
19a Market Street  
Kingswinford  
DY6 9JS

Phone: 01384 480287  
Email: support@abbotts-security.com  
Website: www.dontgetburgled.com

**For the supply and installation of a CCTV system to be installed at:** the above address.

|  |       |
|--|-------|
| Total order value  | £1495 |
| Deposit  | £295  |
| Payment on installation (proposed installation date: 20/01/24) | £300  |
| Remaining balance (amount of credit)                           | £900  |
| Charge for credit  | £0    |
| 10 x monthly instalments, commencing 15/02/2024                | £90   |

**Before paying the deposit of £295, the customer confirms...**

- I have read and understand the terms of this agreement (2 pages in total).
- I'm a UK resident, over 18 years old.
- I have a valid bank account, in my name, to make payments by Direct Debit.
- I have a valid chip n pin debit or credit card in my name.
- I have carried out a full financial budget of my current and anticipated future incomings and outgoings, and I foresee no circumstances that will prevent me from comfortably paying all the instalments on time.
- The deposit paid date will become the order date, and the agreement date.
- Paying the deposit confirms my acceptance of this agreement.

**To be completed on the day of installation.**

- I wish to proceed with the installation and agree to the terms of this agreement (2 pages in total)
- I understand that a payment of £300 is due when the work is finished.
- I authorise Abbott's Security to take Direct Debit payments as detailed in this agreement.

Customer (sign): \_\_\_\_\_ Print: \_\_\_\_\_ Date: \_\_\_\_\_

|                     |                                  |
|---------------------|----------------------------------|
| Proof of ID:        | Direct Debit instruction signed: |
| Proof of residency: | Chip & Pin card verified:        |
| 18+ confirmed:      | Payment Collected:               |

For Abbott's (sign): \_\_\_\_\_ Print: \_\_\_\_\_ Date: \_\_\_\_\_

|                  |            |
|------------------|------------|
| - Proposal Date: | 01/01/2024 |
| Agreement Ref:   | 1234/4321  |
| Agreement Date:  | TBC        |

Terms of offer 0% Flex-Pay 2024-001.Rev30.12

### 1. What is Flexi-Pay

- You pay a deposit to confirm your order, typically 20% of the order value. Payment can be made by card or bank transfer.
- You make another payment, when we carry out the work, typically 20% of the order value. Payment by chip & pin.
- The remaining balance to be paid by 10 instalments by monthly Direct Debit on the 15<sup>th</sup> day of each month, or the next working day.
- This is an unregulated interest free agreement and exempt from FCA regulation.
- Providing all payments are made as above, then there are no additional fees to pay.

### 2. To use Flexi-Pay, you must...

- Be a UK resident and over 18 years old.
- Have a valid bank account, in your name, to make payments by Direct Debit.
- Have a valid chip n pin debit or credit card in your name.

### 3. Cooling-off / cancellation period.

- Consumer rights - from paying the initial deposit you have a 14-day cooling-off period.
- In addition to your consumer rights, you can change your mind and cancel at any-time before the installation work has started, even if this is after the 14-day cooling-off period.
- If you want the work carried out before expiry of the 14-day cooling-off period, please request this via email, you'll be required to confirm the request in writing on the day of installation. If you later cancel the order, you must immediately pay for any work already performed and/or equipment already supplied.
- To cancel the order; either phone us on 01384 480287, or email support@abbotts-security.com

### 4. What happens if an instalment fails

- If a Direct Debit fails, we will let you know and charge a failed payment fee of £6. We'll give you a few days grace to contact us to arrange payment; you can pay by cash, bank transfer, debit card, credit card, or we can resubmit the Direct Debit. If we don't hear from you within 4 working days, we'll automatically resubmit the Direct Debit for collection 7 working days after the failed payment.
- If a payment becomes overdue by more than 10 working days, then we will write to you and charge a late payment fee of £9.
- If a payment becomes overdue by more than 30 days, then the entire remaining balance will become immediately due. We may delay or decide not to enforce this at the time, this will not stop us enforcing these rights at a later date.

### 5. Fees.

We don't want to charge you any fees, but if payments are late, we need to cover our costs ...

- If a Direct Debit fails, we will let you know and charge you a failed payment fee of £6.
- If a payment becomes overdue by more than 10 working days, we will write to you and charge you a late payment fee of £9.
- We will only charge a maximum of one failed payment fee and one late payment fee per instalment.
- We may delay or decide not to charge you failed or late payment fees. If we do not enforce our rights against you for failed or late fees, this will not stop us enforcing those rights at a later date.
- We will notify you if a failed or late payment fee is added to your account, together with details of how to pay. If you think fees have been charged in error, please contact us.
- You agree to pay our reasonable expenses in pursuing any outstanding payments.
- If we outsource or assign to an FCA regulated debt collection agency, additional fees will apply.

### 6. Your financial situation.

- We do not offer or provide financial advice. However, before choosing Flexi-Pay we suggest you carry out a full budget of your current and anticipated future incomings and outgoings to make sure you can comfortably pay all the instalments on time. For free help with budgeting, visit... <https://www.stepchange.org/debt-info/your-financial-situation/making-a-budget.aspx>

Customer (sign): \_\_\_\_\_