



Legal Notices for *Step N Time Chimney Sweeps*

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Intellectual Property (Copyright, Designs and Patents Act 1988)

- i) The Step N Time N logo is copyright. All rights to its use are reserved by *Step N Time Chimney Sweeps*.
- ii) The written content, design and layout of this site is the copyright of *Step N Time Chimney Sweeps*. Any replication of this site in any form is prohibited.
- iii) All images used on the website are either open source or our own. All copyright holders/creators are credited where known.

Equality Act 2010 (formerly the Disability Discrimination Act 1995)

Step N Time Chimney Sweeps website is designed with Equality in mind, and in order to conform with the above Act, is accessible to all visitors using any browser type. If anything is not accessible or fails to meet accessibility standards, then please report this to our web developer by email at: hello@linnheconnective.com where the error will be corrected.

Consumer Contracts Regulations 2013

In compliance with the above regulation, we provide our customers with the right to cancel an appointment at any time, with no cost incurred.

Consumer Rights Act 2015

As a consumer you are protected by the above Act. In adherence to this you:

- i) have the right to a professional standard of service;
- ii) have the right to ask us to repeat the service if it has not been carried out to a reasonable standard.

A full summary of your right under this Act is available from your nearest Citizens Advice Bureau. Visit <http://www.citizensadvice.org.uk> or call **03454 040506**.

Provision of Services Regulations 2009

Should you have any need to make a complaint about any aspect of our service, you should contact Mike Giordani in the first instance, who will do his utmost to resolve the problem.

If you are still dissatisfied you should then contact the Institute of Chimney Sweeps to initiate their complaints procedure, quoting registration number 0547. Visit their website at <http://www.instituteofchimneysweeps.com/index.php> or phone **01622 670333**.