

Terms and Conditions of Cancellations

24-7 Healthcare — Version 2.4. Date of Issue: 30 July 2026.

THESE CONDITIONS DO NOT AFFECT YOUR STATUTORY RIGHTS.

1. About these terms and who they apply to

1.1 These terms apply to cancellations of orders placed with Saadia Ltd, trading as 24-7 Healthcare (“we”, “us”, “our”).

1.2 These terms apply unless we have agreed different terms with you in writing. Where you are a business customer purchasing under a framework agreement, contract or purchase order whose terms conflict with these terms, those terms take precedence.

1.3 Retail customers. Sections 2 to 6 apply only where you are a consumer — that is, an individual acting wholly or mainly outside your trade, business, craft or profession.

1.4 Business customers. Sections 2 to 6 do not apply to business customers, including local authorities and other organisations. There is no statutory cancellation period for business orders.

1.5 Sections 7 to 13 apply to all customers.

1.6 Nothing in these terms removes or limits your statutory rights. If any term conflicts with those rights, your statutory rights take precedence.

2. Your right to cancel (retail customers only)

2.1 Where your contract is made at a distance (for example by telephone, email or through our website) or off our premises (for example in your home), you have the right to cancel within 14 days without giving a reason.

- For goods, the 14 days end on the day 14 days after the day you (or a person nominated by you) receive the goods.
- Where goods are delivered in instalments, the 14 days run from receipt of the last instalment.
- For services, the 14 days end on the day 14 days after the day the contract is entered into.

2.2 To cancel, you must tell us clearly that you have decided to cancel. You may do this by any clear statement — by post, by email, by telephone, or by using the cancellation form at the end of this document. Use of the form is optional. A cancellation made by telephone is valid, though we may ask you to confirm it in writing so that we both have a record.

2.3 To meet the deadline it is enough that you send your cancellation before the 14 days expire.

2.4 Our contact details for cancellation are: Saadia Ltd, Unit 7 Firmdale Village, Ryan Drive, Brentford, TW8 9ZB. Telephone: 0208 577 2789. Email: admin@24-7healthcare.co.uk.

3. When the right to cancel does not apply

3.1 By law, the 14-day cancellation right does not apply to:

- Goods made to your specifications or clearly personalised. This applies from the moment your order is placed, whether or not manufacture has begun.
- Sealed goods supplied for health protection or hygiene purposes, once they have been unsealed after delivery. Such goods remain cancellable while they are still sealed.
- Services that have been fully performed, where you asked us in writing to begin during the cooling-off period and acknowledged that you would lose the right to cancel once the service was complete.

3.2 Where an item in your order falls into one of these categories, we will tell you before you place your order that the cancellation right does not apply to it.

3.3 These exceptions relate only to the 14-day cancellation right. They do not affect your rights if goods are faulty, not as described, or not fit for purpose. Those rights apply to all goods, including goods made to your specification and sealed hygiene goods.

4. Returning goods after cancellation (retail customers)

4.1 If you cancel and have already received the goods, you must send them back or make them available to us without undue delay and in any event no later than 14 days after the day you told us you were cancelling.

4.2 You are responsible for the direct cost of returning the goods, except where we have agreed to bear that cost or where we failed to tell you before the contract that you would be responsible for it.

4.3 Where goods cannot reasonably be returned by post, you may ask us to collect them. Collection is a chargeable service and we will quote the charge before collection is arranged. You may instead arrange return yourself.

Deduction for reduction in value

4.4 You may handle the goods as you would in a shop, to establish their nature, characteristics and functioning. Where handling goes beyond that, we may deduct from your refund an amount reflecting the resulting reduction in the value of the goods.

4.5 For mobility equipment such as wheelchairs and scooters, use of the equipment goes beyond what is necessary to establish its nature and functioning. Where equipment has been used, the deduction will reflect (a) the cost of decontamination and refurbishment, and (b) the difference between the value of the equipment as new and its value as reconditioned. Returned equipment is not resold as new.

4.6 Any deduction will be itemised and explained to you in writing, and will not exceed the price you paid for the goods. We record the condition of equipment on collection.

4.7 Please keep the goods in a reasonable condition and, where practical, retain the original packaging while the cooling-off period is running.

5. Refunds (retail customers)

5.1 If you cancel, we will reimburse all payments received from you, including standard delivery costs, subject to any deduction under section 4.

5.2 Where you chose a delivery method more expensive than our least expensive standard option, we will refund the cost of the standard option only.

5.3 For goods, we will make the refund without undue delay and no later than 14 days after the day we receive the goods back, or the day you supply evidence that you have sent them back, whichever is earlier. Where we have agreed to collect the goods at our own cost, we will refund within 14 days of the day you told us you were cancelling.

5.4 For services, we will make the refund without undue delay and no later than 14 days after the day you told us you were cancelling.

5.5 We will refund using the same means of payment you used, unless you expressly agree otherwise. You will not be charged a fee for the refund.

6. Services begun during the cancellation period (retail customers)

6.1 If you asked us in writing to begin a service during the cancellation period and you then cancel before it is complete, you must pay for the services actually provided up to the point of cancellation, calculated in proportion to the full service.

6.2 We will not begin work during the cancellation period unless you have asked us to do so.

7. Cancellation charges

7.1 This section applies to all customers. For retail customers it applies where there is no cancellation right under section 2, or where the 14-day period has ended. For business customers it applies to all orders.

7.2 In this section, “made-to-order goods” means goods made to your specification or clearly personalised. “Stock goods” means goods we hold or can return to stock for resale.

7.3 Charges are as follows:

When cancelled	Made-to-order goods	Stock goods
Retail, within the 14-day period	No cancellation right applies. 100% of the order value is payable.	No cancellation charge. Sections 4 and 5 apply.
Retail, after the 14-day period	100% of the order value is payable.	20% of the order value, plus any third-party costs we cannot recover.
Business customers	100% of the order value is payable.	20% of the order value, plus any third-party costs we cannot recover.

7.4 Orders for stock goods cancelled within 48 hours of being placed are cancelled without charge. This does not apply to made-to-order goods, for which manufacture or ordering may begin immediately.

7.5 The 20% charge on stock goods reflects the cost of handling, inspection, re-packaging and returning goods to stock. It applies only where goods have been despatched or delivered. Where an order has not left our premises, we will charge only the costs we have actually incurred.

7.6 Where made-to-order goods are cancelled and any materials or components can be reused or returned to our supplier, the saving will be deducted from the amount charged.

7.7 Third-party costs under 7.3 mean costs we have paid or committed and cannot recover, such as subcontracted building or electrical work already carried out, or non-refundable carriage. These will be itemised separately.

8. Payment for made-to-order goods

8.1 For made-to-order goods we take a deposit when the order is placed and the balance before manufacture begins. Manufacture does not start until the balance is received.

8.2 Once manufacture has begun, the amount paid is not refundable, because these goods cannot be resold. This is set out on your quotation before you place your order.

8.3 Ownership of goods passes to retail customers on delivery. For business customers, ownership passes in accordance with the purchase order or contract under which the goods are supplied. Until ownership passes, the goods remain ours.

8.4 For retail customers, goods remain at our risk until they come into your physical possession, or the possession of a person you have nominated to receive them.

9. Rescheduling and cancelling installation appointments

9.1 Changing the date of a booked installation is not the same as cancelling your order. Rescheduling does not end your contract and does not affect any cancellation right you may have under section 2.

9.2 You may change or cancel a booked installation appointment once free of charge, provided you give us more than 24 hours' notice. This applies to the first change or cancellation of that appointment, whichever comes first.

9.3 Where a booked installation is changed or cancelled more than once, or with 24 hours' notice or less, the charges in section 10 may apply to the slot we were unable to reallocate.

9.4 If we need to change a booked appointment, we will contact you as soon as possible and offer an alternative date. No charge applies where we reschedule.

10. Installation charges

10.1 Installation charges reflect the cost of a complete installation team booked for a reserved time slot. Our rates are:

- Half day — £350 plus VAT (£420 including VAT at the current standard rate).
- Full day — £550 plus VAT (£660 including VAT at the current standard rate).

10.2 Some customers qualify for VAT relief on mobility and adaptation equipment. Where VAT relief applies to your order, it applies to these charges in the same way. The VAT position for your order is confirmed on your quotation.

10.3 These charges apply only to the extent that we were unable to reallocate the reserved slot. Section 12 applies to their calculation.

10.4 Where an installation is cancelled on the day, we may charge the reasonable costs we have actually incurred up to that point, together with any charge payable under section 7 for the goods themselves.

11. Further charges

11.1 The following additional charges may apply where relevant. We will notify you before any such charge is incurred, and each will be itemised. No open-ended or unspecified charges will be applied.

- Building works — charged at cost, separately quoted and agreed with you in advance.
- Storage — £50 per day, beginning on the date we notify you that your goods are ready and you are unable to accept delivery.
- Out-of-area surcharge — where the delivery address is more than 10 miles from the operating location nearest to it, we charge £2 per mile for the return journey on the distance beyond those 10 miles. For example, an address 25 miles from the nearest location is 15 miles beyond the threshold, charged as a 30-mile return journey at £2 per mile.

Goods we are unable to deliver

11.2 We do not store goods for longer than seven days. We will contact you before the seven days end to agree how to proceed.

11.3 If we are still unable to deliver after seven days, then for stock goods we may treat the order as cancelled, return the goods to stock, and apply the charges in section 7.

11.4 For made-to-order goods, which cannot be returned to stock, the full order value remains payable. We will continue to hold the goods for you and will agree delivery arrangements with you. Where ownership of the goods has passed to you, we will not dispose of them without following the notice procedure required by law.

12. How we calculate charges

12.1 Any charge under these terms represents our reasonable costs actually incurred, or a genuine pre-estimate of our loss. We do not apply charges as a penalty.

12.2 We will take reasonable steps to reduce our loss, including reallocating a booked installation slot, returning goods to stock, reusing or returning materials, and cancelling subcontracted work where we are able to do so. Any saving we make will be reflected in the amount charged.

12.3 Charges will not exceed the value of the order.

12.4 A written breakdown of any charge is available on request, and will be provided before payment is required.

13. Complaints

13.1 If you are unhappy with a charge or with how a cancellation has been handled, please contact us at the address in 2.4. We will acknowledge your complaint within 1 working day and aim to resolve it within 14 working days.

Cancellation Notice

Complete and return this form only if you wish to cancel your contract. You do not have to use it.

To: Saadia Ltd, Unit 7 Firmdale Village, Ryan Drive, Brentford, TW8 9ZB. Telephone: 0208 577 2789.

Email: admin@24-7healthcare.co.uk

I/We hereby give notice that I/We cancel my/our contract for the supply of the following goods and/or services:

Order or contract reference: _____ Ordered on / received on:

Name: _____

Address: _____

Signature (only if sending by post): _____ Date: _____

Saadia Ltd, trading as 24-7 Healthcare. Registered in the United Kingdom, company number 5549717. Registered office: 19 Victoria Terrace, Hove, East Sussex BN3 2WB. VAT number 872 0580 25. Correspondence address: Unit 7 Firmdale Village, Ryan Drive, Brentford TW8 9ZB. Tel: 0208 577 2789.