

# **Terms and Conditions – Sale, Supply, Installation, Servicing and Repair**

## **Ryedale Garage Doors**

Version 2 – last updated October 2026

These Terms and Conditions apply to the quotation, sale, supply, delivery, installation, servicing and repair of garage doors, entrance doors, electric operators and associated products supplied by Ryedale Garage Doors.

Please read these terms carefully before accepting a quotation or placing an order. If anything is unclear, please ask us before you go ahead.

### **1. About Us**

1.1. In these terms, “we”, “us” and “our” mean Rob Caines trading as Ryedale Garage Doors, a sole trader. “You” and “your” mean the customer named on the quotation.

1.2. Our showroom and business address is: Unit 5, Kirkbymoorside Business Centre, West End, Kirkbymoorside, York, YO62 6AD.

1.3. You can contact us by phone on 01653 498009, by email at [enquiries@ryedalegaragedoors.co.uk](mailto:enquiries@ryedalegaragedoors.co.uk), or by post to the address above. Our showroom is open Monday to Friday 8.30am to 3.30pm, and Saturday 9am to 1pm.

1.4. We are members of the Door & Hardware Federation (DHF) and are bound by the DHF Code of Conduct.

### **2. General**

2.1. These Terms and Conditions apply to all quotations, orders and work undertaken by Ryedale Garage Doors.

2.2. By accepting a quotation or placing an order, you agree to these Terms and Conditions, subject to your statutory consumer rights.

2.3. The products and services supplied will be those detailed in your written quotation or order confirmation. Anything written on your quotation about your particular job takes priority over these general terms.

2.4. Any changes to the agreed specification must be confirmed in writing (email is fine) and may result in additional charges or changes to the installation date.

2.5. Nothing in these Terms and Conditions affects your statutory rights under the Consumer Rights Act 2015 or other applicable legislation. Where any provision conflicts with your statutory rights, those rights will take precedence.

2.6. Section 20 sets out additional terms that apply to business and commercial customers.

### **3. Surveys, Quotations and Orders**

3.1. All quotations are based on the information available at the time of the survey and the work specified within the quotation.

3.2. Where we carry out the survey, we are responsible for the accuracy of the measurements we take. Where you supply your own measurements, drawings or specifications and we have not surveyed the opening, you are responsible for their accuracy.

3.3. Quotations remain valid for the period stated on the quotation. After this period, prices and product availability may be subject to change.

3.4. Quotations do not include additional building work, electrical work, plastering, painting, structural alterations, drainage improvements or repairs unless specifically stated.

3.5. Your quotation will state whether the removal and disposal of your old door is included.

3.6. Should unforeseen issues become apparent during installation, including defective brickwork, unsuitable fixing surfaces or structural problems, we will explain the issue and any additional work and costs before proceeding. Nothing extra will be done without your agreement. If you decide not to go ahead with the additional work, we will discuss with you what can reasonably be completed and what is payable for work already carried out.

3.7. Please check the details of your quotation, including door type, size, colour, finish, design, glazing, automation, opening direction and accessories, before confirming your order.

3.8. You are responsible for obtaining any permission needed for the work, such as planning permission, listed building consent, conservation area or National Park approval, or the consent of a landlord, freeholder or management company. If you are unsure whether permission is needed, please ask us before ordering and we will point you in the right direction.

3.9. Where building regulations approval or notification is needed for a replacement entrance door, we will tell you in your quotation how this will be dealt with.

3.10. Once an order has been placed with the manufacturer, changes may not be possible, particularly where products are being manufactured to your individual requirements. Any alterations requested after the order has been confirmed may result in additional charges or revised delivery times.

#### **4. Prices, Deposits and Payment**

4.1. All prices will be confirmed in your written quotation, including VAT where applicable.

4.2. A percentage of the total order value is required as a deposit when placing an order. The exact percentage will be confirmed in your quotation or order confirmation. This deposit forms part of the total purchase price and allows us to order your products from the manufacturer.

4.3. The remaining balance is payable on the day the installation is completed, unless otherwise agreed in writing.

4.4. Payment can be made by bank transfer, debit card or credit card. We do not accept cash payments.

4.5. Any additional work or alterations requested after the order has been confirmed may incur additional charges. These will be discussed and agreed with you before work proceeds.

4.6. You must not unreasonably withhold payment for work completed in accordance with the agreed quotation. This does not affect your statutory rights where goods or services are faulty.

4.7. Where an installation is substantially complete but minor items remain outstanding, you may hold back an amount that fairly reflects the value of the outstanding items, and must pay the remainder of the balance as normal. The amount held back becomes payable once the outstanding items are completed.

4.8. Where payment remains outstanding after the due date, we may charge interest on the overdue amount at 4% a year above the Bank of England base rate, from the due date until payment is received, and may take reasonable steps to recover the amount owed.

## **5. Your Right to Cancel**

5.1. Showroom orders: if you agree your order with us at our showroom, there is no legal right to cancel simply because you have changed your mind. Clause 5.8 explains what happens if you do want to cancel.

5.2. Orders agreed away from our showroom: if you agree your order with us away from our showroom – for example at your home during or after a survey visit – or by phone, email or online, you will normally have a legal right to cancel within 14 days without giving any reason (“the cancellation period”).

5.3. When the cancellation period ends: where your order is for products supplied and fitted, the cancellation period ends 14 days after the day the products are delivered to your property. Where your order is only for a service, such as a repair or service visit, it ends 14 days after the day we agree the contract.

5.4. When the right to cancel does not apply: the right to cancel does not apply to products made to your individual specification or clearly personalised – for example, a door made in a non-standard size, design, colour or finish that is not part of the manufacturer’s standard range. Where we consider your door falls into this category, we will tell you in writing on your quotation before you place your order.

5.5. How to cancel: to cancel, please tell us clearly before the cancellation period ends, by email or letter to the contact details in section 1. You may use the cancellation form in Appendix A, but you do not have to.

5.6. Starting work during the cancellation period: if you would like us to order your products or carry out work before the cancellation period has ended, we will ask you to confirm this in writing (on paper or by email). If you then cancel within the cancellation period, you will have to pay a proportionate amount for the work already carried out up to the time you tell us you are cancelling. If you ask us to complete a service in full during the cancellation period, you will lose the right to cancel that service once it has been completed.

5.7. Refunds after cancelling: if you cancel within the cancellation period, we will refund the money you have paid, including your deposit, less any amount you have to pay under clause 5.6, within 14 days. Where products have already been delivered or fitted, we will arrange to collect them at our cost, and the refund will be made within 14 days of collection.

5.8. Cancelling at other times: if you want to cancel outside the cancellation period, or where there is no legal right to cancel, please contact us as soon as possible. We will always try to help. If your order has already been placed with the manufacturer, we may charge the reasonable costs we have already incurred – including made-to-measure products that cannot be used for another customer and any manufacturer cancellation

charges. We will show you how these costs have been worked out and refund any part of your deposit that is left over.

5.9. Cancellation terms do not affect your rights where products are faulty, incorrectly described or services have not been carried out with reasonable care and skill.

## **6. Delivery and Installation**

6.1. Estimated delivery and installation dates will be provided where possible. These dates may be affected by manufacturer lead times, product availability, adverse weather or circumstances outside our reasonable control.

6.2. We will tell you about any significant delays as soon as reasonably possible.

6.3. Installation dates will be arranged once the required products are available and the property is ready for installation.

6.4. Installation will be carried out with reasonable care and skill and in accordance with applicable manufacturer instructions.

6.5. Where existing garage doors are removed, minor cosmetic disturbance to surrounding finishes may occur. Any making good included in the quotation will be carried out as agreed.

6.6. We are not responsible for pre-existing structural defects, damp problems, unsuitable drainage or other building-related issues outside the agreed installation work, except where damage or loss is caused by our failure to exercise reasonable care and skill.

6.7. Asbestos: some older garages contain asbestos, for example in roof sheets, wall linings or older door panels. If we find or suspect asbestos in the area we need to work on, we will stop work in that area and explain the options to you. Testing or removal by a licensed specialist is not included in our quotation and will be at your cost.

6.8. On completion we will take you through the operation of your door, take photographs of the finished work and ask you to sign our handover record. Signing the handover record does not affect your legal rights if a problem appears later.

6.9. Where you request an installation to be postponed, we will make reasonable efforts to accommodate an alternative date.

6.10. You retain your statutory rights where delivery or installation is unreasonably delayed.

## **7. Customer Responsibilities and Site Access**

7.1. You must ensure that the garage and surrounding working area are reasonably clear and accessible before installation.

7.2. Vehicles, stored belongings, shelving and other obstructions must be moved to provide sufficient working space for the installation team. We will take reasonable care, but we are not responsible for damage to vehicles or belongings left in the working area unless the damage is caused by our failure to take reasonable care.

7.3. Where an electric garage door is being installed, a standard 13 amp switched fused spur or socket must be available within 1 metre of where the motor will be fitted (we will confirm the position at survey), unless electrical work has been specifically included in the quotation.

7.4. Please tell us before work begins about any known structural issues, hidden pipes or cables, electrical faults or other potential hazards. We will take reasonable care when drilling and fixing, but we are not responsible for damage to hidden pipes, cables or services that we were not told about and could not reasonably have known about.

7.5. Children, pets and other occupants must remain clear of the installation area for their safety.

7.6. Please do not interfere with the installation team, equipment or ongoing work.

7.7. Where an installation cannot proceed because the site is inaccessible, unsuitable or insufficiently prepared, a further appointment may be required.

7.8. Where an appointment cannot go ahead because agreed access or preparation requirements have not been met, or an appointment is cancelled with less than 48 hours' notice, we may charge a failed appointment fee of £500, which reflects our typical costs for a lost visit.

7.9. Please notify us as soon as possible if you need to rearrange an agreed installation appointment.

## **8. Garage Door Glazing and Condensation**

8.1. Garage doors fitted with windows or glazed panels may be subject to condensation, misting or moisture accumulation under certain weather and environmental conditions.

8.2. Some garage door glazing materials and assemblies, particularly those incorporating acrylic, polycarbonate or other polymer materials, are not completely airtight or vapour-tight. Changes in temperature, humidity and atmospheric conditions can allow moisture to develop on or within the glazing assembly.

8.3. Condensation may appear on the internal or external surface of the glazing or, depending on the glazing system, between the glazing layers.

8.4. Temporary condensation or misting can be a normal characteristic of certain garage door glazing systems and does not automatically indicate a manufacturing or installation defect.

8.5. Condensation is more likely to occur where there are significant temperature differences between the inside and outside of the garage, high humidity or insufficient ventilation.

8.6. Garage door glazing is not necessarily manufactured to the same specification as sealed double-glazed windows used in homes.

8.7. Where condensation is caused by normal environmental conditions or is a recognised characteristic of the manufacturer's glazing system, it may not be covered by the manufacturer's warranty.

8.8. Where a door you have chosen has acrylic, polycarbonate or other polymer glazing, we will point this out on your quotation so that you can take it into account before ordering.

8.9. Persistent condensation, moisture trapped within a sealed glazing unit or suspected water ingress should be reported to us for assessment.

8.10. Where a manufacturing fault, defective seal or installation issue is identified, the matter will be dealt with in accordance with section 13 and your statutory rights.

## **9. Water Ingress, Draughts and Weather Conditions**

9.1. Garage doors are designed to provide protection against normal weather conditions. However, due to their construction and operating mechanisms, they are not necessarily completely airtight or watertight.

9.2. Some air movement, light penetration or minor water ingress may occur around seals, joints, guide tracks or thresholds, particularly during severe weather or driving rain.

9.3. The effectiveness of the bottom seal depends on the condition and level of the existing garage floor and threshold.

9.4. Uneven floors, sloping driveways, inadequate drainage or water collecting against the garage door can affect weather protection.

9.5. Where appropriate, additional threshold seals or drainage improvements may be recommended and quoted separately.

9.6. Garage doors should not be regarded as flood barriers unless specifically designed and certified for that purpose.

9.7. Any excessive water ingress or suspected defect should be reported so that the cause can be investigated.

9.8. These provisions do not exclude responsibility for defective products or installation work that fails to meet the required standard.

## **10. Insulation and Thermal Performance**

10.1. Insulated garage doors can help reduce heat loss and improve thermal performance compared with non-insulated alternatives.

10.2. However, the overall temperature within a garage depends on several factors, including the construction of the building, insulation within the walls and roof, ventilation, floor condition and external temperatures.

10.3. Installing an insulated garage door does not guarantee that a garage will remain warm, completely draught-free or free from condensation.

10.4. Any thermal performance figures quoted relate to the relevant manufacturer's product specifications and test conditions.

10.5. If you intend to convert a garage into a habitable room, you should seek appropriate building regulations and insulation advice, as a garage door alone may not satisfy the requirements for residential accommodation.

## **11. Colours, Finishes and Appearance**

11.1. Product colours shown in brochures, photographs, samples and on websites may differ slightly from the finished product due to lighting, screen settings and manufacturing processes.

11.2. Minor variations in colour, texture and finish may occur between different materials, manufacturing batches and components.

11.3. Please make sure you are satisfied with your chosen colour and finish before confirming your order.

11.4. Normal weathering, gradual colour changes and deterioration caused by environmental exposure are subject to the relevant manufacturer's care instructions and warranty conditions.

11.5. Timber products may display natural variations in grain, colour and texture. Timber may also expand or contract in response to changes in moisture and temperature.

11.6. Timber garage doors require appropriate treatment and maintenance in accordance with the manufacturer's recommendations.

11.7. Please report any visible damage or concerns about the finished appearance as soon as possible, and where you can within 48 hours of installation, so that we can check whether it happened during delivery or fitting. This does not affect your statutory rights.

## **12. Electric Garage Doors and Automation**

12.1. Electric garage doors and operators must be used in accordance with the manufacturer's operating instructions.

12.2. You will be provided with relevant operating information following installation.

12.3. Remote controls, safety devices and emergency manual release mechanisms must not be altered or tampered with.

12.4. Power failures may prevent normal electric operation. Where fitted, the manufacturer's manual override or battery backup system should be used as instructed.

12.5. Where an electrically operated garage door is the only means of access to the garage, a suitable external emergency release system may be necessary. We will advise you where an external emergency release is recommended or required for your installation.

12.6. You are responsible for keeping remote controls, keys and access devices secure.

12.7. Any unusual noises, operating faults or problems with safety mechanisms should be reported promptly. A faulty door should not continue to be operated where doing so may be unsafe.

12.8. Regular servicing is recommended to help maintain safe and reliable operation.

12.9. Please do not attempt to adjust high-tension springs, cables or other potentially dangerous mechanical components yourself.

## **13. Guarantees and Warranties**

13.1. Your legal rights: under the Consumer Rights Act 2015, products must be of satisfactory quality, fit for purpose and as described, and our work must be carried out

with reasonable care and skill. These rights are against us, not the manufacturer, and nothing in this section reduces them.

13.2. Our workmanship guarantee: we guarantee our installation work for 2 years from the date of completion. If a fault arises because of the way we fitted the product, we will put it right free of charge.

13.3. As members of the DHF, our garage door installations are covered by the dhf 2 Year Warranty, with DHF-backed aftercare. Details are available on request.

13.4. Manufacturer warranties: products may also be covered by manufacturer warranties. The duration and conditions of these warranties vary depending on the manufacturer and product, and details will be provided or made available to you.

13.5. Making a claim: if you have a problem, please contact us rather than the manufacturer. We will assess the problem and deal with the manufacturer on your behalf.

13.6. Servicing: some manufacturers require annual servicing to keep their warranty valid. It is your responsibility to make sure your garage door and any electric operating equipment are serviced at the intervals specified by the manufacturer. Failure to carry out required servicing may affect or invalidate the manufacturer's warranty, particularly where the fault is related to a lack of maintenance. It does not affect your statutory rights.

13.7. Please keep records of servicing and maintenance, as manufacturers may request evidence when assessing warranty claims.

13.8. We recommend regular servicing of all garage doors, especially electrically operated doors, to maintain safe operation, identify potential problems and prolong the life of the equipment.

13.9. Damage resulting from misuse, accidental impact, unauthorised alterations, vandalism, general wear and tear, or failure to follow the manufacturer's instructions or servicing requirements is not covered by our guarantee or by manufacturer warranties. Consumable items such as remote control batteries are also not covered. This does not affect your statutory rights where a product was faulty or not fitted with reasonable care and skill.

## **14. Servicing and Repairs**

14.1. Servicing and repair visits are charged at the rates we give you when the visit is booked, including any call-out charge.

14.2. If parts are needed, we will tell you the cost before fitting them. Where the cost goes beyond what was agreed when the visit was booked, we will not go ahead without your agreement.

14.3. If we think a repair is not worthwhile – for example because of the age or condition of the door, or because parts are no longer available – we will tell you before going further and explain the options.

14.4. On doors we did not install, we guarantee the parts we fit and our repair work for 12 months. We cannot be responsible for the condition of the rest of the door or for faults in the original installation.

14.5. If we find a door is unsafe, we will tell you and advise you not to use it until it has been repaired. With your agreement, we may make it safe – for example by isolating the power or securing the door. We will record our advice in writing.

## **15. Ownership and Risk**

15.1. Products remain the property of Ryedale Garage Doors until they have been paid for in full.

15.2. Responsibility for loss of or damage to products passes to you when they are delivered to your property, except where the loss or damage is caused by us.

15.3. Where we remove your old door as part of the agreed work, it becomes our responsibility to dispose of it once it has been removed.

## **16. Our Responsibility for Loss or Damage**

16.1. If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breach or of our failure to use reasonable care and skill. Loss or damage is foreseeable if it is obvious that it will happen, or if both of us knew it might happen when the contract was made.

16.2. We are not responsible for loss or damage that was not foreseeable.

16.3. We supply products and services for domestic and private use. If you use them for business purposes, section 20 applies.

16.4. We do not exclude or limit our liability for death or personal injury caused by our negligence, for fraud, or for anything else where it would be unlawful to do so, including your rights under the Consumer Rights Act 2015.

16.5. We hold public and products liability insurance.

## **17. If Something Goes Wrong – Our Complaints Procedure**

17.1. We want every customer to be happy with their door. If you have a problem, please tell us in writing (email is fine), describing the problem and, where you can, including photographs or video.

17.2. We will acknowledge your complaint within 3 working days.

17.3. Where needed, we will arrange to inspect the door within 14 days and will explain in writing what we have found and what we propose to do.

17.4. Where the manufacturer needs to be involved, we will deal with them on your behalf and keep you updated in writing at least every 14 days until the matter is resolved.

17.5. Please give us a reasonable opportunity to inspect and put things right before anyone else carries out work on the door, except where work is needed urgently to make it safe. This helps us and the manufacturer establish the cause of the problem.

17.6. If we cannot resolve your complaint between us, you can ask the Door & Hardware Federation (DHF), of which we are members, to help. The DHF can help both sides reach a resolution and may arrange for a technical officer to inspect the door.

17.7. If the complaint is still not resolved, we will write to you to explain this and give you the name and website of an approved alternative dispute resolution (ADR) provider, and tell you whether we agree to use it.

17.8. Nothing in this section affects your right to take legal action.

## **18. Your Information and Photographs**

18.1. We hold your name, contact details and job information in our job management system. We use this to prepare quotations, carry out and record the work, deal with guarantee claims, send service reminders and keep our accounts.

18.2. We share your details only where needed to carry out your order or deal with a claim – for example with manufacturers, suppliers and our accountant. We do not sell your information.

18.3. We keep job records for at least 7 years, for tax purposes and so that we can deal with guarantee and warranty claims.

18.4. We take photographs before, during and after installation to keep a record of the work completed. Photographs may also be used on our website, social media and other marketing materials to showcase our installations.

We take reasonable steps to protect your privacy by avoiding the inclusion of house numbers, vehicle registration plates, people or other identifying details. Where photographs contain personal information, we will ensure their use complies with applicable data protection legislation. If you would prefer photographs of your property not to be used for marketing purposes, please let us know. We will respect your wishes.

18.5. Full details are in our privacy policy at [www.ryedalegaragedoors.co.uk/privacy-policy](http://www.ryedalegaragedoors.co.uk/privacy-policy).

## **19. If We Cannot Complete Your Order**

19.1. If a product is discontinued or becomes unavailable, or we are unable to carry out the work for any other reason, we will tell you as soon as possible. We will either offer a suitable alternative for you to accept or decline, or refund in full any money you have paid for the products or work we cannot supply.

19.2. If a delay outside our reasonable control continues for a long period, either of us may cancel the order, and we will refund in full any money you have paid for products or work not yet supplied.

## **20. Business and Commercial Customers**

20.1. This section applies where the customer is a business, company, partnership, landlord, letting or managing agent, public body, school, charity or other organisation, or is otherwise acting for purposes relating to their trade, business or profession (a “business customer”). It does not apply to private individuals buying for their own home.

20.2. The rest of these Terms and Conditions apply to business customers, except where this section says otherwise. Where this section conflicts with any other part of these terms, this section takes priority for business customers.

20.3. The references in these terms to consumer statutory rights, including the Consumer Rights Act 2015 and the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, do not apply to business customers. Section 5 (Your Right to Cancel) and section 16 (Our Responsibility for Loss or Damage) do not apply to business customers.

20.4. These terms apply in place of any terms set out in a business customer’s purchase order or other documents, unless we have agreed otherwise in writing.

20.5. Business customers have no statutory right to cancel. Once an order has been confirmed, it may only be cancelled by agreement. The business customer must then pay all costs incurred up to the date of cancellation, including products already ordered or manufactured (which may be the full price of made-to-measure products) and any manufacturer cancellation or restocking charges.

20.6. Unless otherwise agreed in writing, any deposit is payable as stated in the quotation and the balance is payable within 30 days of the invoice date. Where work is expected to last 45 days or more, we may invoice in stages as set out in the quotation. No retention will be held back from any payment unless this has been agreed in writing in the quotation.

20.7. If a business customer intends to pay less than the amount invoiced, they must tell us in writing before the payment is due, stating the amount they consider is due and why. The undisputed amount must be paid on time. Where the Housing Grants, Construction and Regeneration Act 1996 applies to the work, its payment and notice requirements will apply.

20.8. Instead of clause 4.8, we reserve the right to claim interest and compensation on late payments under the Late Payment of Commercial Debts (Interest) Act 1998, together with reasonable costs of recovering the debt. Where payment is overdue, we may suspend further work, including servicing and repairs, after giving at least 7 days' written notice.

20.9. Risk in the products passes to the business customer on delivery to site, and the business customer is responsible for insuring them from that point.

20.10. The business customer must provide safe access and suitable working conditions, and must tell us in advance about any site rules, inductions, permits to work, restricted working hours and known hazards. For non-domestic premises, this includes providing relevant information from the premises' asbestos register or survey before work begins. Delays or extra visits caused by the business customer, their staff or other contractors may be charged at our standard rates.

20.11. The business customer must inspect the work on completion and notify us in writing of any visible defect within 7 days, and of any other defect within a reasonable time of it being discovered. We must be given a reasonable opportunity to inspect and put right any defect before anyone else carries out work on the door. Where we are responsible for a defect, we will, at our option, repair or replace the product or work, or refund the price of the affected part.

20.12. Business customers are responsible for making sure doors at their premises are used, maintained and serviced in line with the manufacturer's instructions and their own health and safety duties, and for keeping maintenance records.

20.13. We will not be liable to a business customer for loss of profit, loss of business or contracts, loss of production, business interruption or any indirect or consequential loss. Our total liability under or in connection with the contract will not exceed the contract price. Nothing in these terms limits liability for death or personal injury caused by negligence, for fraud, or for anything else that cannot be limited by law.

## **21. Other Important Terms**

21.1. We may update these terms from time to time. The version that applies to your order is the one in force on the date you accepted your quotation.

21.2. If a court decides that any part of these terms is invalid or unenforceable, the rest of the terms will continue to apply.

21.3. If we do not insist straight away that you do something you are required to do under these terms, or delay taking action, that does not mean we have given up our rights and we can still require you to do it later.

21.4. These terms are governed by the law of England and Wales, and the courts of England and Wales will have jurisdiction.

## Appendix A – Cancellation Form

(Complete and return this form only if you wish to cancel your contract within the cancellation period described in section 5.)

To: Ryedale Garage Doors, Unit 5, Kirkbymoorside Business Centre, West End, Kirkbymoorside, York, YO62 6AD. Email: enquiries@ryedalegaragedoors.co.uk

I/We\* hereby give notice that I/We\* cancel my/our\* contract of sale of the following goods\* / for the supply of the following service\*:

\_\_\_\_\_

Ordered on\* / received on\*: \_\_\_\_\_

Name of customer(s): \_\_\_\_\_

Address of customer(s): \_\_\_\_\_

\_\_\_\_\_

Signature of customer(s) (only if this form is sent on paper): \_\_\_\_\_

Date: \_\_\_\_\_

\* Delete as appropriate.