atanethyst

Consumer Cancellation Rights

Last updated: 7 November 2026

Who this is for: this page applies if you hire me as an individual for personal use, not for a business. Business clients are covered by the payment, cancellation and refund policy.

Your right to cancel

If we agree a contract online, by email or by phone, you have the right to cancel it within **14 days** without giving any reason. The 14 days start the day after we agree the contract, i.e. the day after you accept the proposal.

How to cancel

Tell me clearly before the 14 days end. You can email **enquiries@atanethyst.com**, write to 55 Oxford Street, Stoke-on-Trent, ST4 7EQ, United Kingdom, or use the form below. You don't have to use the form.

If you ask me to start within the 14 days

If you want work to begin straight away, you can ask me to start during the 14 days. I'll only do so if you request it expressly when accepting the proposal. If you then cancel within the 14 days, you'll pay for the work done up to the moment you tell me, in proportion to the full agreed price. Once the service has been fully completed at your request, the right to cancel ends.

Refunds

I'll refund any payment due to you within **14 days** of receiving your cancellation, using the same payment method you used, at no extra cost to you.

Your other rights

As a consumer, you're also entitled to services carried out with reasonable care and skill, as described in the agreement. Nothing in my terms affects these rights.

Model cancellation form

(Complete and return this form only if you wish to cancel the contract.)

To: Atanas Shekerov, trading as Atanethyst, 55 Oxford Street, Stoke-on-Trent, ST4 7EQ, United Kingdom, enquiries@atanethyst.com

I hereby give notice that I cancel my contract for the supply of the following service: _____

Agreed on: _____

Name: _____

Address: _____

Signature (only if this form is sent on paper): _____

Date: _____