



**Virtual Hire Partner:** \_\_\_\_\_

### Your Details

Title \_\_\_\_\_ First Name \_\_\_\_\_ Last Name \_\_\_\_\_ Job Title \_\_\_\_\_

### Company Details

Type of Business  Ltd Company / PLC  Non Ltd Company  Sole Trader / Partnership  Individual

Full Legal Company Name \_\_\_\_\_ Company Registration number \_\_\_\_\_

Trading Address \_\_\_\_\_ Invoice Address \_\_\_\_\_

Post code \_\_\_\_\_ Post code \_\_\_\_\_

Primary telephone number \_\_\_\_\_ Mobile telephone number \_\_\_\_\_

Email Address \_\_\_\_\_ Credit Limit required (£) \_\_\_\_\_

### Business Owner / Director Details (Sole Trader / Partnership only)

Please provide the following details for all Owner / Directors of the business. NB. If less than two years at current address, please state previous address.

Full name \_\_\_\_\_ Full name \_\_\_\_\_

Home Address \_\_\_\_\_ Home Address \_\_\_\_\_

Date of Birth \_\_\_\_\_ Date of Birth \_\_\_\_\_

### Trade References

Full company name \_\_\_\_\_ Full company name \_\_\_\_\_

Address: \_\_\_\_\_ Address \_\_\_\_\_

Contact name \_\_\_\_\_ Contact name \_\_\_\_\_

Telephone number \_\_\_\_\_ Telephone number \_\_\_\_\_

### Bank Details

Bank \_\_\_\_\_ Account Name \_\_\_\_\_

Address: \_\_\_\_\_ Account Number \_\_\_\_\_

Telephone Number \_\_\_\_\_ Contact name \_\_\_\_\_

### Invoicing and Management Information

All Brandon Hire Station invoices and statements are delivered electronically For access to Live Hire reports, copy invoices and order history

Email Address \_\_\_\_\_ Email Address \_\_\_\_\_

### Customer declaration

*I confirm that I am authorised to apply for a trade account on behalf of the above customer and that I have authority to place future orders on the Customer's behalf.*

*I have read, understand and accept **Brandon Hire Station Limited's Conditions for Hire and Sale of Products to Consumers and Businesses** to consumers and businesses which shall apply to all future transactions (unless agreed in writing otherwise by a Company Director). I have also read and accept the limitations on your liability.*

*I confirm that payment will be made **End of Month following month of Invoice** and any variation to these payment terms must be agreed in writing. I also confirm that I understand that we are responsible for the replacement cost of any hired equipment should the equipment be damaged or lost whilst on hire to us. I also confirm our consent to your processing of personal data which includes use for marketing purposes and credit referencing purposes.*

Signed \_\_\_\_\_

Print \_\_\_\_\_

Position \_\_\_\_\_

Date \_\_\_\_\_

### Supplementary information required – tick to confirm enclosed

- Utility bill (showing telephone number and trading address as shown in company details)
- Valid Plant Insurance Certificate

### Keeping you informed

Please tick the box if you do wish to receive product updates by letter, phone or email about new products, services and additional benefits that we believe may be interest to you.

### Guarantee

*I (the undersigned) agree that all transactions of hire or sale entered into by my company (known as "The Customer") shall be subject to **Brandon Hire Station Ltd 'Conditions for Hire and Sale of Products to Consumers and Businesses'**, as the case may be, operative at the time of any contract of hire or sale. I will make full settlement of all monies due within one month from the date of Brandon Hire Station's invoice and answered all questions on this application form truly and fully. I hereby, personally guarantee payment in respect of all sums due from my company ("The Customer") to Brandon Hire Station, together with all ancillary costs incurred. I have retained a copy of this form for my records.*

Signed \_\_\_\_\_

Print \_\_\_\_\_

Position \_\_\_\_\_

Date \_\_\_\_\_

### Office use only

CRM prospect No \_\_\_\_\_ Verification check \_\_\_\_\_

Account Number \_\_\_\_\_ Account Manager \_\_\_\_\_

Credit Limit \_\_\_\_\_

**Please return the signed application form and additional documents to:**

**brandonhirestationnewaccounts@vpplc.com or Brandon Hire Station, 72-75 Feeder Road, St Phillips, Bristol, BS2 0TQ**



- 10.5 Where the Contract is with a Consumer and:  
 10.5.1 is for the supply of accommodation, transport of goods, vehicle rental services, catering or services related to leisure activities; and  
 10.5.2 provides for a specific date or period of performance, the Consumer will not have a right to cancel the Contract without incurring any charge or Liability to the Supplier.
- 10.6 Where a Consumer cancels the Contract under this clause 10, it shall return any Goods which the Supplier has provided to it at its own cost, unless otherwise expressly agreed in writing.
- 10.7 A Consumer can cancel the Contract within the 14 day period referred to above by a clear statement to that effect to the Supplier, which may be sent by post or by email (to the addresses below) or by printing off the cancellation form attached to these Terms and Conditions and posting it to the Supplier at the address on the form.
- 10.8 Returns can be made to any of the Supplier's branches.
- 10.9 The Customer will be responsible for the cost of returning the item to the Supplier, and if it fails to do so, and the Supplier has to collect it from the Customer, the Supplier will deduct the direct costs of doing so from the Customer's refund.
- 10.10 The Supplier will endeavour to refund any money received from the Customer using the same method originally used by the Customer to pay for the purchase.
- 10.11 The Supplier may reduce any refund (excluding delivery costs) to reflect any reduction in the value of the Goods, if this has been caused by the Customer's handling them in a way which would not be permitted in a shop. If the refund is paid before the Supplier is able to inspect the Goods and it becomes apparent that the Customer has handled them in an unacceptable way, the Customer must pay the Supplier an appropriate amount.
- 10.12 The maximum refund for delivery costs will be the costs of delivery by the least expensive method available to the Supplier.
- 10.13 Where the product is Services, the Supplier may deduct from any refund an amount for the supply of the Service for the period for which they were supplied, ending with the time when the Customer informs the Supplier it has changed its mind. The amount will be in proportion to what has been supplied, in comparison with the full coverage of the Contract.
- 11. TERMINATION BY NOTICE**
- 11.1 If the Hire Period has a fixed duration, then subject to the provisions of clause 12 neither the Customer nor the Supplier shall be entitled to terminate the Contract before the expiry of that fixed period unless agreed with the other party.
- 11.2 If the Hire Period does not have a fixed duration either of the Customer or the Supplier is entitled to terminate the Contract upon giving to the other party any agreed period of notice.
- 11.3 If no period of notice has been agreed or specified the Customer may terminate the Hire Period by the physical return of the Hire Goods to the Supplier.
- 11.4 If no period of notice has been agreed or specified either party shall be entitled to terminate the hire of the Hire Goods by giving not less than 14 days' notice to the other.
- 11.5 The rights set out in this clause 11 are in addition to any rights the Customer may have under clause 10 (and any other legal rights).
- 12. DEFAULT**
- 12.1 If the Customer:-  
 12.1.1 fails to make any payment to the Supplier when due without just cause;  
 12.1.2 breaches the terms of the Contract and, where the breach is capable of remedy, has not remedied the breach within 14 days of receiving notice requiring the breach to be remedied;  
 12.1.3 persistently breaches the terms of the Contract;  
 12.1.4 provides incomplete, materially inaccurate or misleading facts and/or information in connection with the Contract;  
 12.1.5 pledges, charges or creates any form of security over any Hire Goods or proposes to compound with its creditors, creates a trust deed for its creditors, applies for an interim moratorium in respect of claims and/or proceedings, any distress/diligence, execution or other legal process is levied on any property of the Customer, has a receiver, administrator or administrator appointed over all or any of its assets, any attachment order/arrestment is made against the Customer, any distress/diligence, execution or other legal process is levied on the property of the Customer or the Customer takes or suffers any similar action in any jurisdiction;  
 12.1.6 being a company, ceases or threatens to cease to carry on business, enters into voluntary or compulsory liquidation, has a receiver, administrator or administrative receiver or in the Republic of Ireland an examiner appointed over all or any of its assets, any attachment order/arrestment is made against the Customer, any distress/diligence, execution or other legal process is levied on the property of the Customer or the Customer takes or suffers any similar action in any jurisdiction;  
 12.1.7 appears to the Supplier (acting reasonably) due to the Customer's credit rating to be financially incapable of meeting its obligations under the Contract;  
 12.1.8 appears to the Supplier (acting reasonably) to be about to suffer any of the events in clause 12.1 above; and/or  
 12.1.9 fails to return to the Supplier the Hire Goods by the due date for return, then the Supplier shall have the right, without prejudice to any other remedies, to exercise any or all of the rights set out in clause 12.2 below.
- 12.2 If any of the events set out in clause 12.1 above occurs in relation to the Customer then:-  
 12.2.1 except where the Customer is acting as a Consumer the Supplier may (without prior notice and/or permission of the Customer (or premises of third parties with their consent) where Goods owned by the Supplier may be and repossess any Goods;  
 12.2.2 the Supplier may withhold the performance of any Services and cease any Services in progress under this and/or any other Contract with the Customer;  
 12.2.3 the Supplier may immediately cancel, terminate and/or suspend without Liability to the Customer the Contract and/or any other contract with the Customer; and/or  
 12.2.4 (\*) all monies owed by the Customer to the Supplier shall immediately become due and payable.
- 12.3 (\*) The Customer warrants that the Supplier shall have all rights, licences and permissions required to enter the Customer's premises, and the premises of third parties, for the recovery of Sale Goods. The Customer hereby grants the Supplier a licence to enter the Customer's premises (or any third party premises where Sale Goods are held) to enable the Supplier to recover the Sale Goods in accordance with clause 12.2.1.
- 12.4 Any repossession of the Goods shall not affect the Supplier's right to recover from the Customer any monies due under the Contract and/or any damages in respect of any breach which occurred prior to repossession of the Goods.
- 12.5 (\*) The Supplier may recover the costs, including but not limited to the costs of replacement, in respect of lost or damaged Goods, and nothing in clauses 12.2-12.4 shall limit the Supplier's right to recover such costs. The Supplier may recover the costs, including but not limited to the costs of replacement and recovery, in respect of Goods which the Supplier has been unable to collect because they have not been made available for collection by the Customer in breach of this agreement, and nothing in clauses 12.2-12.4 shall limit the Supplier's right to recover such costs.
- 12.6 Upon termination of the Contract the Customer shall immediately:-  
 12.6.1 return the Goods to the Supplier or, as requested by the Supplier, make the Goods available for collection by the Supplier or its authorised representatives (and the provisions of clauses 12.2 to 12.5 in respect of access to premises for this purpose shall apply); and  
 12.6.2 pay to the Supplier all arrears for Rentals, charges for any Services, monies for any Sale Goods and/or any other sums payable under the Contract including, but not limited to, the cost of returning the Goods.
- 13. LIMITATIONS OF LIABILITY**
- 13.1 Subject to clause 13.2 the Supplier warrants that:  
 13.1.1 it will carry out any Services under the Contract with reasonable skill and care; and  
 13.1.2 the Goods will conform in all material respects with their description, be of satisfactory quality, and be reasonably fit for the purposes for which products of that kind are commonly supplied.
- 13.2 The warranty in clause 13.1 shall apply for six months from when the Goods were hired or sold (as the case may be), or if shorter, and in respect of Hired Goods, the duration of the hire. For the avoidance of doubt, the warranty in clause 13.1 does not apply to the sale of second hand/ex-hire goods.
- 13.3 (\*) The Supplier will not be liable under the warranty above to the extent that Goods are covered by the manufacturer's warranty.
- 13.4 (\*) All warranties, representations, terms, conditions and duties implied by law relating to fitness, quality and/or adequacy are excluded to the fullest extent permitted by law.
- 13.5 (\*) The Customer warrants that (where they have been made available by the Supplier) has inspected the Goods prior to the supply and is satisfied that the Goods are suitable for its needs save that the Customer shall not be in breach of this clause in respect of any Goods, where the Supplier is in breach of the warranty set out at clause 13.1 in respect of those Goods.
- 13.6 (\*) If the Supplier is found to be liable in respect of any loss or damage to the Customer's property the extent of the Supplier's Liability will be limited to the retail cost of replacement of the damaged property.
- 13.7 Any defective Goods must be returned to the Supplier for inspection if requested by the Supplier before the Supplier will have any Liability for defective Goods.
- 13.8 (\*) The Supplier shall have no Liability to the Customer if, without just cause, any monies due in respect of the Goods and/or the Services have not been paid in full by the due date for payment. The Customer's remedy for any breach of any of the warranties or representations set out in the Contract (whether made innocently or negligently) by the Supplier is limited to breach of contract.
- 13.9 The Supplier shall have no Liability for additional damage, loss, liability, claims, costs or expenses caused or contributed to by the Customer's continued use of defective Goods and/or Services after a defect has become apparent or suspected or should reasonably have become apparent to the Customer.
- 13.10 The Customer shall give the Supplier a reasonable opportunity to remedy any matter for which the Supplier is liable before the Customer incurs any costs and/or expenses in remedying the matter itself. If the Customer does not do so the Supplier shall have no Liability to the Customer.
- 13.11 (\*) The Supplier shall have no Liability to the Customer to the extent that the Customer is covered by any policy of insurance arranged as a result of the Contract and the Customer shall ensure that the Customer's insurers waive any and all rights of subrogation they may have against the Supplier. The Customer remains liable for the Goods notwithstanding that the Supplier or Customer may be insured against such loss or damage by either the Supplier or the Customer.
- 13.12 (\*) The Supplier shall have no Liability to the Customer for any of the following losses (whether direct or indirect):-  
 13.12.1 consequential losses;  
 13.12.2 loss of profits;  
 13.12.3 loss of income;  
 13.12.4 economic and/or similar losses;  
 13.12.5 loss of anticipated savings;  
 13.12.6 loss of data;  
 13.12.7 wasted management or office time;  
 13.12.8 business interruption, loss of business, contracts and/or opportunity including loss of profits and/or damage to goodwill;  
 13.12.9 special damages and indirect losses however so arising; and/or  
 13.12.10 loss resulting from any inability to carry out any operations. For example, the Supplier shall not have any Liability if the Customer cannot complete a task because the Supplier supplies the wrong Goods.
- 13.13 (\*) The Supplier's total Liability to the Customer under and/or arising in relation to any Contract shall not exceed 5 times the amount of the Rental or monies payable for Sale Goods, in addition to charges for Services (if any) under that Contract or the sum of £1,000 (or Euro equivalent) whichever is the higher. To the extent that any Liability of the Supplier to the Customer would be met by any insurance of the Supplier then the Liability of the Supplier shall be extended to the extent that such Liability is met by such insurance.
- 13.14 Each of the limitations and/or exclusions in this Contract shall be deemed to be repeated and apply as a separate provision for each of:-  
 13.14.1 Liability for breach of contract;  
 13.14.2 (\*) Liability in tort/delict (including negligence); and  
 13.14.3 (\*) Liability for breach of statutory and/or common law duty;  
 13.14.4 the provisions of clause 13 above which shall apply once only in respect of all the said types of Liability.
- 13.15 If the Customer is a Consumer, the Supplier has no liability for anything of which the Supplier was not aware or which could not have reasonably foreseen. However, the Supplier is not liable to a Consumer in respect of any business losses.
- 13.16 Regardless of anything else in the Contract, nothing in the Contract restricts the Supplier's liability for (a) death or personal injury resulting from negligence for which it is liable; or (b) any breach of statutory duty as defined by section 12 of the Sale of Goods Act 1979; (c) defective products under the Consumer Protection Act 1987 (to the extent that this liability cannot be excluded); or (e) any other matter to the extent that it cannot be excluded or limited by law.
- 14. GENERAL**
- 14.1 Upon termination of the Contract the provisions of clauses 4.2, 4.4, 4.6, 7, 8, 9, 1 and 9.3 shall continue in full force and effect.
- 14.2 Each hire or return of Hire Goods shall form a distinct Contract which shall be separate to any other Contract relating to other Hire Goods.
- 14.3 The Customer shall be liable for the acts and/or omissions of its employees, agents, servants and/or subcontractors as though they were its own acts and/or omissions under this Contract.
- 14.4 When dealing as a Consumer, if the Customer has any questions or complaints it may contact the Supplier by telephoning its customer service team on 01161 5110 or by e-mail at [enquiries@vpplc.com](mailto:enquiries@vpplc.com) or [enquiries@vpplc.com](mailto:enquiries@vpplc.com)
- 14.5 (\*) The Customer agrees to indemnify and keep indemnified the Supplier against any and all losses, lost profits, damages, claims, costs (including legal costs on a full indemnity basis), actions and any other losses and/or liabilities suffered by the Supplier and arising from or due to any breach of contract, any tortious/delictual act and/or omission and/or any breach of statutory duty by the Customer.
- 14.6 (\*) The Supplier may terminate the Contract from a third party. The Customer shall indemnify the Supplier against any Liability arising out of, or connected to, any claim brought by that third party, save to the extent that the Liability was a result of the Supplier's breach of the Contract or negligence.
- 14.7 (\*) No waiver by the Supplier of any breach of this Contract shall be considered as a waiver of any subsequent breach of the same provision or any of its rights or obligations arising under it, at any time during the term of the Contract, save that, where the Customer is a consumer, the Supplier warrants that the Customer's rights shall not be reduced or prejudiced in any way as a result of such transfer, assignment, sub contract, or other disposition.
- 14.8 The Supplier shall have no Liability to the Customer for any delay and/or non-performance of a Contract to the extent that such delay is due to any Force Majeure events. If the Supplier is affected by any such event then time for performance shall be extended for a period equal to the period that the Supplier is unable to perform such Contract.
- 14.9 All third party rights are excluded and no third parties shall have any rights to enforce the Contract by virtue of the Contracts (Rights of Third Parties) Act 1999. This shall not apply to any finance company with whom the Supplier has an outstanding finance agreement relating to the Hire Goods. Such finance company shall, subject to the Supplier's consent, have the right to enforce this Contract as if they were the Supplier.
- 14.10 (\*) The Provision and Use of Work Equipment Regulations 1998 requires the Supplier to provide all of the necessary components to erect tower scaffold safely in accordance with the manufacturer's instructions. The Supplier does not accept Liability for accident or injury caused by the Customer's use of incomplete towers, or the Customer's failure to erect the tower scaffold in accordance with the manufacturer's instructions.
- 14.11 The Supplier may transfer, assign, charge, or otherwise dispose of a Contract, or any of its rights or obligations arising under it, at any time during the term of the Contract, save that, where the Customer is a consumer, the Supplier warrants that the Customer's rights shall not be reduced or prejudiced in any way as a result of such transfer, assignment, sub contract, or other disposition.
- 14.12 The Supplier may subcontract its obligations under the Contract but the Supplier shall remain liable for the performance of its obligations to the same extent as it would have been but for the subcontracting.
- 14.13 (\*) The Supplier's Terms and Conditions shall constitute the entire agreement between the parties and supersede and extinguish all previous agreements, promises, assurances, warranties, representations and understandings between them, whether written or oral, relating to its subject matter.
- 14.14 (\*) Each party agrees that it shall have no remedies in respect of any statement, representation, assurance or warranty (whether made innocently or negligently) that is not set out in the terms and conditions or any Confirmation. Each party agrees that it shall have no claim for innocent or negligent misrepresentation, or negligent misstatement, based on any statement in this agreement.
- 14.15 This Contract is governed by and interpreted in accordance with the law of the country where the Supplier is located and that country will have exclusive jurisdiction in relation to this Contract.
- 15. ADDITIONAL CONDITIONS**
- 15.1 The Supplier may insert and present any balance due and unpaid where the Customer has signed a blank or nil value debit or credit card voucher. The Supplier may also process interim payments in respect of any monies due from the Customer under the Contract by credit or debit card at any stage of the Contract.
- 16. DAMAGE WAIVER**
- 16.1 The Supplier may offer, at its sole discretion, a damage waiver facility ("Damage Waiver") for certain Hire Goods upon payment of an additional charge (the "Damage Waiver Charge"). Where Damage Waiver is available as an option and the Customer has paid the appropriate Damage Waiver Charge the Supplier will waive any further charge for rectifying accidental damage to returned Hire Goods subject to the conditions below.  
 16.1.1 The Customer must notify the Supplier of the damage within 48 hours of the damage occurring;  
 16.1.2 The Damage Waiver does not apply and the Customer will continue in all respects to be fully responsible if the damage to Hire Goods was directly or indirectly the result of: (a) misuse or use contrary to instructions; or (b) malice or any deliberate act; or (c) negligence or want of care; or (d) an act or omission by any person who is not the Customer in the Customer's direct employ;  
 16.2 The waiver option will not apply and the Customer will continue in all respects to be fully responsible if the damage is the result of a breach by the Customer of any conditions of the Contract.  
 16.3 The Damage Waiver is not an insurance for Hired Goods and does not cover loss or theft of the Hire Goods. Damage Waiver will not be effective unless and until any credit account with the Supplier has been paid in full at the time the Customer claims Damage Waiver.  
**17. DATA PROTECTION ACT**  
 The Supplier's privacy policy explains how and why the Supplier collects, stores, uses and shares personal data. Please review the Supplier's privacy policy, which is available on its website at [www.hirestation.co.uk](http://www.hirestation.co.uk).  
**18. ADDITIONAL TERMS- ONLINE ORDERS ONLY**  
 18.1 The Supplier does not accept orders from Customers based outside the UK (unless this is specifically agreed otherwise with the Customer in its absolute discretion and upon notice to the prospective Customer in question).  
 18.2 By placing an order through the Supplier's website, the Customer warrants that it is legally capable of entering into binding contracts and that the Customer is at least 18 years old.  
 18.3 After placing an order, the Customer will receive an email from the Supplier acknowledging that the Supplier has received the Customer's order. Please note that this does not constitute an offer to the Customer. Confirmation of the Customer's order constitutes an offer to the Supplier to buy/hire the Supplier's Goods (as the case may be). All orders are subject to acceptance by the Supplier, and the Supplier will, if it accepts the order, confirm such acceptance by sending the Customer an email Confirmation that confirms that the Goods are ready for (as applicable) dispatch or collection from the collection outlet specified by the Customer when ordering the Goods. The Contract between the Supplier and the Customer will only be formed when the Supplier sends the Customer the Confirmation (or, if earlier, upon delivery to, or collection by, the Customer of the Goods).  
 18.4 The Contract will relate only to those Goods the Supplier has confirmed in the Confirmation. The Supplier will not be obliged to supply any other Goods which may have been part of the Customer's order until such Goods have been confirmed in a separate Confirmation.  
 18.5 If the Customer is collecting the Goods, it must collect the Goods within seven days of the date of the Confirmation, or (if later) within seven days of any specific collection date identified in the Confirmation. If the Customer does not do this then the Supplier may cancel the Customer's order.  
 18.6 If the Supplier has agreed to deliver the Goods, the Goods will be the Customer's responsibility from the time of delivery to the agreed delivery address, or otherwise from the time the Customer collects the Goods from the Supplier's premises.  
 18.7 Product prices are liable to change at any time, but changes will not affect orders in respect of which a Confirmation has been sent.  
 18.8 The Customer must notify the Supplier immediately if any employee who has been provided with an individual customer username and password ceases to be employed by the Customer in order that the Supplier can disable the account. The Customer is responsible for all activities which occur under the Customer's username and password, or under the Customer username and password of any of the Customer's employees or agents, save where such activities occur as a result of the Supplier's negligence or fault.  
 18.9 The Supplier's site contains a large number of Goods and it is always possible that, despite the Supplier's best efforts, some of the Goods listed on the Supplier's site may be incorrectly priced. The Supplier will normally verify prices as part of the Supplier's dispatch procedures so that, where the correct price is less than the Supplier's stated price, the Supplier will charge the lower amount when dispatching the Goods to the Customer. If the correct price is higher than the price stated on the Supplier's website, the Supplier will normally, at the Supplier's discretion, either contact the Customer for instructions before dispatching the Goods, or reject the Customer's order and notify the Customer that the Supplier are rejecting it.  
 18.10 If the pricing error is obvious and unmistakable and could have reasonably been recognised by the Customer as an error, the Supplier does not have to provide the Goods to the Customer at the incorrect (lower) price.  
 18.11 Applicable laws require that some of the information or communications the Supplier sends to the Customer should be in writing. When using the Supplier's site, the Customer accepts that communication with the Supplier will be mainly electronic. The Supplier will contact the Customer by e-mail or provide the Customer with information by posting notices on the Supplier's website. For contractual purposes, the Customer agrees to this electronic method of communication and the Customer acknowledges that all contracts, notices, information and other communications that the Supplier provides to the Customer electronically comply with any legal requirement that such communications be in writing. This condition does not affect the Customer's statutory rights.  
 18.12 Alternative dispute resolution is a process where an independent body considers the facts of a dispute and seeks to resolve it, without the parties having to go to court. If the Customer is a Consumer, and is not happy with how the Supplier has handled any complaint, it may want to contact the alternative dispute resolution provider used by the Supplier. If the Consumer's complaint cannot be resolved, the Supplier will contact the Consumer directly with its choice of alternative dispute resolution provider. In addition, please note that disputes may be submitted for online resolution to the [European Commission Online Dispute Resolution](http://www.european-commission.eu) platform.

Brandon Hire Station Limited  
 72-75 Feeder Road,  
 St Phillips, Bristol  
 BS2 0TQ  
 Tel: 0117 9719119  
[BrandonHireStation.Online@vpplc.com](http://BrandonHireStation.Online@vpplc.com)

Amended Version as at Nov.2018

**Schedule 1 - Model Cancellation Form for consumer customers**

(Complete and return this form only if you wish to withdraw from the contract)

To Brandon Hire Station Limited, 72-75 Feeder Road, St Phillips, Bristol, BS2 0TQ Tel: 0117 9719119  
 BrandonHireStation.Online@vpplc.com

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 consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date  
 [\*] Delete as appropriate