

For attn. of American Express Customer Care  
Messrs. American Express Services Europe Limited  
Department 70, 1 John Street, Brighton, BN88 1NH

27<sup>th</sup> August, 2023  
Masaaki Takashima  
15, Earlsfield House, Royal Quarter  
Seven Kings Way, Kingston, KT2 5BG

Dear Sirs,

Further to our letter dated 24<sup>th</sup> August, 2023, we would like to provide you with the additional information of the payment dispute ref. no. D-47626273 dated 14<sup>th</sup> July 2023 for our order J145306 dated 28<sup>th</sup> June, 2023 for ASPECT CO CHESSINGTON LO hereunder.

Reference	Email from Mr. Vithushan Hariharan, Homeowner Operations Manager of Aspect dated 4 <sup>th</sup> July 2023
Materials	6 sqm gloss white tile 25cm-50cm 3 standard tile adhesive 20kg 1 Dakota levelling clips 2mm 1 Laticrete hydro ban 1 Orchard anti-slip rectangular white gloss shower tray 1 Macdee Wirquin 40mm slim shower tray waste 1 Alaska 550mm Semi Recessed Basin 1 Bosa Mono Basin Mixer Tap – Chrome 1 Milton Sliding Shower Door
Cost	Labour 46 hours ( £ 95/hr) £ 4,370.00 Materials £ 2,030.00 Service fee £ 320.00 VAT £ 1,344.00 Total £ 8,064.00
Deposit charged by ASPECT	Deposit amount of £ 8,064.00 x 1/2 = £ 4,032.00 was paid by myself on 28 <sup>th</sup> June 2023 to ASPECT through Amex but cancelled on 4 <sup>th</sup> July 2023.)

Even though ASPECT claims that they would accept the cancellation of £ 3,138.13 but materials costing £ 893.87 is non-refundable, we believe that they are in breach of the Consumer Contracts Regulations 2013, which protects the consumers' right to cancel the order within 14 day cooling-off period after receipt of the order, which the consumers place online, email or telephone unless they are bespoke or made to measure and there does not need to be anything wrong with the item for us to get a refund.

We hope that everything is clear to you and we would highly appreciate that you would treat £ 893.87 as suspended payment in dispute rather than overdue payment from us to you incurring interest on it.

Thanking you,

Yours Sincerely,

Masaaki Takashima