

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

8th September, 2023
Masaaki Takashima
15, Earlsfield House, Royal Quarter
Seven Kings Way, Kingston, KT2 5BG

Dear Sirs,

Further to our chat with your agent yesterday, we would like to take the following issue up with you as a disputed charge against the merchant.

The cardholder	MR M. TAKASHIMA (Amex credit card no. 3717 888735 21000)
Details of the merchant	Aspect Maintenance Services Ltd., E7 Barwell Business Park, Leatherhead Road, Chessington, London, KT9 2NY
dispute charge reference	D-47626273 for the amount of £ 4,032.00
Order details	J145306 dated 28 th June, 2023 for the deposit amount of £ 4,032.00 for 50% of materials and demolishing / installation work of en-suite bathroom
Details of Aspect quotation	Labour 46 hours (£ 95/hr) £ 4,370.00 Materials £ 2,030.00 Service fee £ 320.00 VAT £ 1,344.00 Total £ 8,064.00 (Details of 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
The background of the issue	After having placed the order no. J145306 and paid £ 4,032.00 to Aspect through Amex on 28 th June, we cancelled the order on 5 th July 2023.

	<p>Aspect accepted our cancellation of the order and agreed to refund the amount of £ 3,138.13 out of £ 4,032 but they insisted on our payment of the remaining amount of £ 893.87, saying materials costing £ 893.87 was not refundable. Then, to our greatest surprise, we were led to believe that Amex had paid £ 893.87 to Aspect because we received their receipt of £ 893.87 from Aspect on 7th September, even though this case has been in dispute between Aspect and ourselves.</p> <p>We would like to point out to you once again that the fact that Aspect refuse the refund of the full amount of £ 4,032.00 to us, saying £ 893.87 is not refundable is illegal from the viewpoint of the Consumer Contract Regulation 2013 by which consumers have the right to cancel the order which was placed by online, email, telephone within 14 days cooling off period after receipt of the order.</p>
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Under such circumstances, we would like to ask you that you would resolve the dispute of the charge of £ 893.87 at your earliest convenience in compliance with the Consumer Contract Regulations 2013.

Thanking you,

Yours Sincerely,

Masaaki Takashima

(Documents attached)

- 1) Aspect Invoice no. INV-170509 dated 28/06/2023 for £ 4,032.00
- 2) Aspect Credit no. CCCR-011050 dated 31/08/2023 for £ 3,138.13
- 3) Aspect Receipt of payment dated 07/09/2023 for £ 893.87



help made easy

deposit invoice

0204 502 7541
enquiries@aspect.co.uk
aspect.co.uk

E7 Barwell Business Park, Leatherhead Road
Chessington, London, KT9 2NY

VAT Number: 854 0599 06

Masaaki Takashima

Flat 15, Earlsfield House, Royal Quarter, Seven Kings
Way
Kingston upon Thames
KT2 5BG
United Kingdom

Invoice Number	INV-170509
Invoice Date	28/06/2023
Account Number	A107322
Job Number	J-145306

Client PO Number:

Address: Flat 15, KT2 5BG
Contact: Masaaki Takashima

This is a deposit invoice for 50% of the quoted works. On completion of the works you'll be invoiced separately for the remaining balance.

Charges	Net	VAT	Total
Deposit for job J-145306	3360.00	672.00	4032.00

Please make payment to:

Name: Aspect Maintenance Services Ltd
Bank: BACS
Sort Code: 40-03-21
Account: 42030969
Terms: Non Payment could result in Legal Action

Net Total	3360.00
VAT	672.00
Invoice Total	4032.00

air con | carpentry | decorating | drainage | electrics | glazing | handyman | heating | leak detection | plumbing | roofing | and more

For a full list of accreditations, please visit www.aspect.co.uk/accreditations

Aspect Maintenance Services Limited. Registered in England No. 5296195. J1110520000

Here's your credit note

No Reply <noreply@aspect.co.uk>

2023/09/07 (木) 9:32

宛先:masaaki.takashima@outlook.com <masaaki.takashima@outlook.com>



credit

02045027541
enquiries@aspect.co.uk
aspect.co.uk

E7 Barwell Business Park, Leatherhead Road
Chessington, London, KT9 2NY

VAT Number: 854 0599 06

Masaaki Takashima

Flat 15
Kingston upon Thames
KT2 5BG
United Kingdom

Credit Number	CCR-011050
Credit Date	31/08/2023
Job Number	J-145306
Account Number	A107322

Reference: J-145306 -
Address: Flat 15, KT2 5BG
Contact: Masaaki Takashima

Description	Sub-Total	VAT	Total
INV-170509	GBP 2,615.11	GBP 523.02	GBP 3,138.13

Net Total	GBP 2,615.11
VAT	GBP 523.02
Credit Total	GBP 3,138.13

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For a full list of accreditations, please visit www.aspect.co.uk/accreditations

Aspect Maintenance Services Limited. Registered in England No. 5296195. J1110520000

Payment received for INV-170509

No Reply <noreply@aspect.co.uk>

2023/09/07 (木) 9:32

宛先:masaaki.takashima@outlook.com <masaaki.takashima@outlook.com>



Thank you!

Hi Masaaki,

We've received your payment of GBP 893.87. This brings the total outstanding balance to GBP 0.00. We've sent your invoice in a separate email.

Thank you for choosing Aspect.

Account number A107322

Job number J-145306

Invoice number INV-170509

PROPERTY ADDRESS	BALANCE
Flat 15	Received
Kingston upon Thames	GBP 893.87
KT2 5BG	Outstanding
United Kingdom	GBP 0.00

SUPPORT

Got a question?
We're here to help

BOOK AGAIN

Book online
to receive 10% off
(not applicable to credit
accounts)

From emergency repairs to large scale refurbishment work and everything in between, we're here to help. If you have any questions about your order please get in touch or take a look at our full list of [trades](#).

For more information read our [terms and conditions](#).

Help made easy.



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www.aspect.co.uk

Aspect Maintenance Services Limited, E7 Barwell Business Park, Leatherhead Road, Chessington, London, KT9 2NY