

Messrs. American Express Services Europe Limited
GCRS Section 75
Department 333, 1 John Street,
Brighton, BN88 1NH

16th November, 2023

Masaaki Takashima

15, Earlsfield House, Royal Quarter

Seven Kings Way, Kingston, KT2 5BG

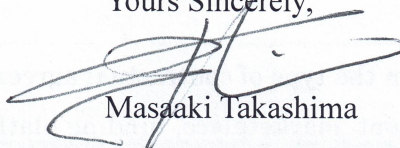
Dear Sirs,

We would like to submit our claim to you regarding GCRS Section 75 hereunder with following supporting documents.

- 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
- 4) Copies of all email exchanges between Aspect and us between 4th July through to 20th July 2023

Thanking you,

Yours Sincerely,



Masaaki Takashima



Consumer Credit Act 1974 - Section 75 Claim Form

IMPORTANT INFORMATION (PLEASE READ BEFORE SUBMITTING)

It is beneficial that American Express explain to you that in order for us to consider a Section 75 claim, the transaction or contract you wish to dispute has to meet specific criteria. Therefore, before you fill out this form or supply us with any supporting documentation, we kindly ask that you take into consideration the following:

1. Charge Cards are generally not covered under Section 75, as you must have utilised a card with a credit facility for your purchase. If you have only used a Charge Card in this instance, and there is no 'PayFlex' identifier next to the transaction on your statement, then please note that Section 75 will not apply.
2. The value of one single item in dispute costs more than £100.00 but not more than £30,000.00. If the goods or services purchased fall outside of these limits (we ask that you look at individual costs if the goods/services in dispute were bought as part of a larger order, or take into account the full price of the goods/services if your payment was merely a deposit), then Section 75 will not apply.
3. Depending on the type of contractual agreement(s) in place, the use of an intermediary, such as a booking agent, marketplace, funding platform, payment facilitator, or using your card to finance someone else's purchase may mean that Section 75 is not applicable.
4. Section 75 may not be applicable to purchases made by a supplementary card holder.

TRANSACTION DETAILS	
Description of the goods/services purchased	Materials and demolition/renovation work of en-suite bathroom
Total value of the goods/services purchased	£ 8,064.00
Amount(s) paid by way of your American Express card	£ 4,032.00 (50% of the total value of the order)
Date(s) of the transaction(s)	28 th June, 2023
[If applicable] details of any payments by other means <i>(i.e. cash, cheque, other credit card, PayPal etc)</i>	N/A

SUPPLIER DETAILS	
Name of the Supplier of the goods/services	Aspect Maintenance Services Ltd., E7 Barwell Business Park, Leatherhead Road, Chessington, London, KT9 2NY
Method of purchase <i>e.g. in shop, online, mail order, telephone etc</i>	Email

THE BASIS OF YOUR CLAIM	
Can you specify what it is you are claiming, i.e. breach of contract, misrepresentation, or both?	After having placed the order of the materials and demolition/renovation work of en-suite bathroom to Aspect by email and paid £ 4,023.00 to them as 50% of the total value of the order of £ 8,046.00 by Amex on 28 th June, 2023, I cancelled the order on 5 th July, 2023 by email. They accepted our cancellation of the order and issued credit no. CCR-01150 dated 31 st August, 2023 for the amount of £ 3,138.13 but they refused to credit us with the remaining amount of £ 893.87 claiming that £ 893.87 was not refundable because the materials costing £ 893.87 had already been delivered by their supplier to Aspect before our cancellation

	<p>of the order on 5th July, 2023.</p> <p>According to the Consumer Contract Regulations 2013, however, the consumers in the UK have legal rights to cancel the order placed by online, email or telephone within 14 day cooling-off period even after the receipt of the delivery of the order or the service being carried out and the merchants should make the full refund of the cancelled order to the consumers within 14 days after cancellation of the order.</p> <p>In my case, the order of £ 893.87 had never been delivered by Aspect to us after our cancellation of the order on 5th July, 2023 and therefore, we firmly believe that their action not to credit us with £893.87 is in breach of the Consumer Contract Regulations 2013.</p>
<p>In as much detail as possible, please can you provide the details of your claim? In particular, clarity as to where you believe the breach of contract/misrepresentation lies specifically?</p> <p>In addition, can you verify if you have been in contact with the Supplier already and if so, can you confirm their stance if they have already responded to you?</p> <p>If you have not attempted to deal directly with the Supplier before approaching American Express, please can you give an explanation as to why? (i.e. are they no longer trading?)</p>	<p>In your letter dated 2nd November 2023 ref D-4766273 for the transaction amount of £ 4,032.00 of 28th June 2023, your investigation team of this payment dispute case stated followings and we would like to reply to them item by item.</p> <p>1) The merchant has already provided the sufficient proof.</p> <p>The proof you received from the merchant and sent to us is neither the proof of the delivery of the order nor service being carried out by the merchant for us. It was only a booking confirmation of the service being carried out by the merchant, which we cancelled on 5th July, 2023.</p> <p>2) The information you sent is not sufficient for us to validate your reason for re-disputing the claim.</p> <p>Honestly speaking, we cannot send to you the proof of the delivery of the order or service being carried out by the merchant because we have never received the delivery of the order nor service being carried out by the merchant after our cancellation of the order on 5th July 2023.</p> <p>3) If you wish to re-open this investigation, request you to provide us with the proof of full refund promised by the merchant, that supports your claim.</p> <p>Unfortunately, we cannot provide you with the proof of full refund promised by the merchant, that supports our claim.</p>

	<p>However, from legal point of view, we should have a right to cancel our order placed by online, email or telephone within 14 day cooling-off period even after the receipt of the delivery of the order or service being carried out by the merchant according to the Consumer Contract Regulations 2013.</p> <p>In our particular case, we repeat that we have never received the delivery of the order or the service being carried out by the merchant after our cancellation of our order on 5th July, 2023 and therefore, our cancellation of the order is within the cooling-off period protected by the Consumer Contract Regulations 2023 and therefore, we should legally get full refund of the cancelled order from the merchant.</p> <p>After we brought this matter to Amex as a disputed charge in July this year, asking you to suspend the payment of £ 4,032 to Aspect, we have avoided contacting the merchant directly in order to simplify the things and made sure to communicate with Amex only all the time since then.</p>
<p>What is your desired outcome regarding this claim? <i>e.g. replacement, repair, refund. Please state all applicable and specify the sum(s) being sought.</i></p> <p><i>Please kindly note that compensation for distress and/or inconvenience cannot be considered under Section 75.</i></p>	<p>We would like to ask Amex to cancel your debit of £ 893.87 to us.</p>

DOCUMENTATION AND EVIDENCE

As highlighted on the covering letter, the onus is on the claimant to substantiate a breach of contract and/or a misrepresentation by the Supplier by way of evidence. Without sufficient evidence, it will make it difficult for us to verify your statement(s) to us.

Please provide everything that is applicable to your dispute and tick the relevant boxes, so that we know what you have presented to us:

Proof of purchase (i.e. itemised receipt(s) and/or invoice(s), including any order confirmations). Please kindly note that your American Express statement alone is not sufficient.	<input checked="" type="checkbox"/>
[If applicable to your case] Proof of any payments by other means (i.e. receipts or statements).	N/A
A copy of any guarantee or warranty you were supplied with.	N/A
[For travel or lodging] The booking confirmation with the accompanying itinerary. If applicable, please also include copies of ATOL/ABTA certification received. If your booking is ATOL/ABTA protected, please provide a copy of the outcome of any ATOL/ABTA claim. If you are entitled to submit an ATOL/ABTA claim and have not done so, please provide an explanation as to why you are not claiming via their service for a refund(s);	N/A
The Supplier's Terms and Conditions as relayed to you at the point of sale or the applicable contract(s).	N/A
All correspondence between you and the Supplier (or in some circumstances the appointed administrators) to date.	<input checked="" type="checkbox"/>
[If applicable to your case] Any written admittance of a liability or refund(s) due by the Supplier, and the date that they acknowledged this.	<input checked="" type="checkbox"/>
[If you are seeking consequential losses] Evidence to support your financial losses <u>after</u> the breach of contract/misrepresentation and that you mitigated these costs.	N/A
All the evidence you have obtained, and/or anything you think relevant (such as communication with an insurer), to support the basis of your claim as per page 2.	N/A

[IMPORTANT]

For faulty goods/installations/medical procedures in particular, we may require you to provide an independent assessment by a qualified expert (one with whom we can liaise with) specifying the root cause of the issue(s) you have encountered and include quotations for repair/remedial action if repair/remedial action is available. Please note that any costs incurred with obtaining such a report may be reimbursed if in the event the claim is found in your favour.

YOUR DECLARATION

"I hereby declare that all information contained within this statement is correct to the best of my knowledge.

I also confirm that I have not attempted/am not attempting to recover my losses from any additional party, such as an insurer or any other creditor(s) with whom additional payments were made via.

I consent to the sharing of the information I have provided with our Merchant and/or Supplier, author of any independent assessment presented, and the external legal advisors of American Express."

MASAAKI TAKASHIMA



16th November, 2023

Name (block capitals)

Signature

Date

RETURN AS A REPLY TO THIS EMAIL OR POST TO:

American Express Services Europe Limited
GCRS Section 75
Department 333
1 John Street
Brighton
BN88 1NH

American Express Services Europe Limited

Registered Office: Belgrave House, 76 Buckingham Palace Road, London, SW1W 9AX, United Kingdom

Registered in England and Wales with Company Number 1833139.

American Express Services Europe Limited is authorised in the United Kingdom by the Financial Conduct Authority under the Payment Services Regulations 2009 (reference number 415532) for the provision of payment services.



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

[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

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

Re: J-145306

高嶋 正明

2023/07/20 (木) 9:09

宛先: Meghana Sankara <Meghana.Sankara@aspect.co.uk>

Dear Ms Meghana Sankara
Aspect

Thanks for your email. This matter has been brought to the attention of Amex, who has suspended the payment to you and they will contact you in due course.

Attached please see the details of the payment dispute with you.

[終活関連資料 \(shukatsuweb.net\)](http://shukatsuweb.net)

Thank you in advance for your good understanding of this matter,

Regards
Masaaki Takashima

差出人: Meghana Sankara <Meghana.Sankara@aspect.co.uk>**送信日時:** 2023年7月19日 12:11**宛先:** 高嶋 正明 <masaaki.takashima@outlook.com>**件名:** Re: J-145306

Hi Masaaki,

Hope this email finds you well.

Unfortunately, you have cancelled the job on the day it was supposed to be started where all the parts and materials required for the job has been bought.

We are unable to process the full refund. However, we can proceed in the following ways:

1. We can attempt to return the parts and materials purchased back to the suppliers and the charge you the requisite amount with 10% on top to cover the costs.
2. You may collect the parts and materials from our office, and I'll be able to process the refund for the balance based on my previous email.

Please let me know how you wish to proceed.

Thank you

From: 高嶋 正明 <masaaki.takashima@outlook.com>**Sent:** 14 July 2023 18:43**To:** Meghana Sankara <Meghana.Sankara@aspect.co.uk>**Subject:** Re: J-145306

**** THIS IS AN EXTERNAL EMAIL ****

Dear Ms Meghana Sankara

Aspect

Thanks for your email. I checked this matter with our legal expert and received following comments.

Quote

The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 outline the specific details regarding the right to a cooling-off period for online, phone, and mail order purchases. Here are some key points specified in the regulations:

Duration of the cooling-off period: Consumers have a minimum statutory cooling-off period of 14 calendar days from the day after they receive the goods or, in the case of services, from the day the contract is entered into.

Right to cancel without giving a reason: During the cooling-off period, consumers have the right to cancel the contract and return the goods without providing a specific reason. This applies to both goods and services.

Information about the right to cancel: Traders (sellers or service providers) are obligated to provide consumers with clear information about their right to cancel, including the duration of the cooling-off period and the process for exercising this right. This information must be provided in a durable form, such as in writing or by email.

Cost of returning goods: If consumers decide to exercise their right to cancel, they may be responsible for the cost of returning the goods, unless the trader agrees to cover this cost or fails to inform them of this requirement.

Refund obligations: Traders are generally required to refund consumers within 14 days of receiving the returned goods or evidence of the consumer's decision to cancel. This includes the cost of the goods and any delivery charges paid by the consumer at the time of purchase, with some exceptions for additional services.

Exceptions to the right of cancellation: The cooling-off period may not apply to certain types of goods or services, such as personalized or perishable items, sealed audio or video recordings, or digital downloads, if the consumer has already started using them.

Unquote

Judging from the comment from our legal expert, we believe followings.

- 1) We, as a consumer in the U.K., have cooling-off period of 14 days after we receive the goods if they are ordered online, phone or mail and we have legal right to cancel our orders within the cooling-off period of 14 days, which should be applicable to our case because we have not received your delivery from you yet.
- 2) Even though you mentioned that the materials are not refundable in your email of 14th July, you have never mentioned such your cancellation policy at the time of our order, which is obviously in breach of the legal requirement as a trader, i.e., " Information about the right to cancel: Traders (sellers or service providers) are obligated to provide consumers with clear information about their right to cancel, including the duration of the cooling-off period and the process for exercising this right. This information must be provided in a durable form, such as in writing or by email.
- 3) We sent our email to your Mr. Vithushan Hariharan on 5th July informing you of our intention to cancel our order. Therefore, you are obliged to issue your credit note within 14 days, i.e., before 19th July to cancel your invoice no. 170509 dated 28th June for job no. 145306.

We hope everything is clear to you and we expect to receive your credit note for the full amount of £ 4,032 without further delay.

Regards
Masaaki Takashima

差出人: Meghana Sankara <Meghana.Sankara@aspect.co.uk>
送信日時: 2023年7月14日 10:52
宛先: '高嶋 正明' <masaaki.takashima@outlook.com>
件名: RE: J-145306

Hi Masaaki,

Hope this email finds you well.

Further to your email, I wish to bring to your notice that the materials (non-refundable) have been ordered and delivered, before the job has been cancelled.

The cost of materials is £893.87 has been deducted from the amount of deposit. The refund of £3,138.13 has been processed and would reflect in your account within the next 2-4 working days.

Thank you

From: 高嶋 正明 [mailto:masaaki.takashima@outlook.com]
Sent: 14 July 2023 08:54
To: Meghana Sankara <Meghana.Sankara@aspect.co.uk>
Subject: Re: J-145306

**** THIS IS AN EXTERNAL EMAIL ****

Dear Ms Meghana Sankara
Aspect Maintenance Service

Will you please confirm receipt of our email sent to you yesterday and let us have your credit note as below.

Amount of credit note : £4,032.00

Reason of issuance of credit note : To cancel your invoice no. 170509 dated 28th June 2023 for the job no. J145306 - see email from your Mr. Vithushan Hariharan dated 5th July 2023

In the meantime, I have already contacted American Express and asked them to suspend the payment of £4,032 to you due to the above reasons.

Regards
Masaaki Takashima

差出人: 高嶋 正明 <masaaki.takashima@outlook.com>
送信日時: 2023年7月13日 8:43
宛先: Meghana.Sankara@aspect.co.uk <Meghana.Sankara@aspect.co.uk>
件名: Re: J-145306

Dear Ms Meghana Sankara

Aspect

We are still waiting for your reply to our email sent to you on 7th July regarding your credit note to cancel your invoice no. 170509 dated 28th June for the amount of £4,032.00.

Please let us have your credit note without further delay.

Regards

Masaaki Takashima

差出人: 高嶋 正明 <masaaki.takashima@outlook.com>
送信日時: 2023年7月7日 10:08
宛先: Meghana.Sankara@aspect.co.uk <Meghana.Sankara@aspect.co.uk>
件名: Re: J-145306

Dear Ms Meghana Sankara
Aspect

We are still waiting for your reply to our email sent to you yesterday. Please let us have your credit note to cancel your invoice no. 170509 dated 28th June for job no. 145306 for the amount of £4,032.00.

Please confirm.

Regards

Masaaki Takashima

Sent from [Outlook for iOS](#)

From: 高嶋 正明 <masaaki.takashima@outlook.com>
Sent: Thursday, July 6, 2023 1:59 pm
To: Meghana.Sankara@aspect.co.uk <Meghana.Sankara@aspect.co.uk>
Subject: Re: J-145306

Dear Ms Meghana Sankara
Aspect

Further to our email sent to you in this afternoon, we confirm to have received your credit No. CCR-010010 to cancel your invoice no. 171784 for job no. J-145306 for the amount of £4,032.00.

Will you also please send to us your credit to cancel your invoice no. 170509 dated 28th June, 2023 for the same job no. J-145306 for the same amount of £4,032.00.

We highly appreciate your prompt attention to this matter.

Regards

Masaaki Takashima

差出人: 高嶋 正明 <masaaki.takashima@outlook.com>
送信日時: 2023年7月6日 13:11
宛先: Meghana.Sankara@aspect.co.uk <Meghana.Sankara@aspect.co.uk>
件名: Fwd: J-145306

Dear Ms Meghana Sankara
Aspect

Many thanks for your email sent to me this morning.

In reply, we quote our email sent to you this morning and we confirm that job no. 145306 has been cancelled and agreed by your Mr. Vithushan Hariharan.

We hope everything is clear to you and confirm that you would cancel your invoices accordingly.

Regards
Masaaki Takashima

Sent from [Outlook for iOS](#)

From: 高嶋 正明 <masaaki.takashima@outlook.com>
Sent: Thursday, July 6, 2023 9:22 am
To: enquiries@aspect.co.uk <enquiries@aspect.co.uk>
Subject: Fw: J-145306

Aspect Maintenance Services Ltd.

Attached please see our email exchanges between your Mr. Vithushan Hariharan and myself regarding job no. 145306, which has now been cancelled.

Therefore, please cancel your following two invoices.

- 1) Invoice no. 170509 dated 28th June, 2023 for £4,032.00
- 2) Invoice no. 171784 dated 5th July, 2023 for £4,032.00

We hope everything is clear and confirm.

Regards
Masaaki Takashima
15, Earlsfield House, Royal Quarter, Seven Kings Way,
Kingston upon Thames, Surrey KT2 5BG

差出人: 高嶋 正明 <masaaki.takashima@outlook.com>
送信日時: 2023年7月5日 9:33
宛先: Vithushan Hariharan <Vithushan.Hariharan@aspect.co.uk>
件名: Re: J-145306

Dear Mr Vithushan Hariharan
Aspect

Thanks for your prompt reply.

For your reference, attached please see the comparison of price quotation from B&Q and Aspect. Price quotation from B&Q is for whole of en-suite bathroom including shower unit, shower door, shower base unit, basin, toilet, cabinets, wall / floor tiles etc.

Regards
Masaaki Takashima

差出人: Vithushan Hariharan <Vithushan.Hariharan@aspect.co.uk>
送信日時: 2023年7月5日 9:15
宛先: 高嶋 正明 <masaaki.takashima@outlook.com>
件名: Re: J-145306

Hello,

I understand completely, not to worry. If you don't mind me asking, how much was the other quotation for? Maybe we can look at matching the price or even beating?

Kind Regards,

Vithushan Hariharan

Sent from [Outlook for iOS](#)

From: 高嶋 正明 <masaaki.takashima@outlook.com>
Sent: Wednesday, July 5, 2023 9:12:41 AM
To: Vithushan Hariharan <Vithushan.Hariharan@aspect.co.uk>
Subject: Re: J-145306

**** THIS IS AN EXTERNAL EMAIL ****

Dear Mr VithushanHariharan
Aspect

We have gone through your price quotation of £8,064 for the renovation of our en-suite bathroom with the cost breakdown. Then, we would not go ahead with your plan. Honestly speaking, we have got better quotation from other vendors.

We feel sorry but please be guided as above accordingly.

Regards
Masaaki Takashima

差出人: 高嶋 正明 <masaaki.takashima@outlook.com>
送信日時: 2023年7月4日 10:18
宛先: Vithushan Hariharan <Vithushan.Hariharan@aspect.co.uk>
件名: Re: J-145306

Dear Mr Vithushan Hariharan
Aspect

Many thanks for your email with the cost breakdown of materials / labour / service charges. We will go through your quotation thoroughly and come back to you.

Thanks again,

Regards
Masaaki Takashima

差出人: Vithushan Hariharan <Vithushan.Hariharan@aspect.co.uk>
送信日時: 2023年7月4日 9:10
宛先: 'masaaki.takashima@outlook.com' <masaaki.takashima@outlook.com>
件名: J-145306

Hello,

Please find the full breakdown of the quote below.

Scope of work

Bathroom Suite / Sanitryware Installation

To apply protective sheeting to the working area.

To isolate supplies in preparation of works.

To decommission and remove the existing appliance, any waste is to be placed neatly in an agreed location with the client.

To adjust pipework to suit new installation.

To supply and install 1no.(.) appliance to existing location To connect & test supplies to the new installation.

To provide the client with manufacturer's instructions & any warranty registration cards provided with the product.

To leave the site clean and tidy.

To attend the site to remove, and replace the old shower tray/enclosure /tiles /shower valve and new basin including the tap

After removing the tray and tiles investigated a leak under the shower tray mentioned by the customer

The working area is to be prepared and covered by dust sheets

To finish the job in high quality and to leave the place tidy and clean

Materials

6sqm- 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

Costs

Labour – 46 hours (£95/hr) - £4,370.00

Materials - £2,030.00

Service fee - £320.00

VAT - £1,344.00

Total excluding VAT - £6,720.00

Total including VAT - £8,064.00

Vithushan Hariharan | Homeowner Operations Manager

vithushan.hariharan@aspect.co.uk | 020 3944 5944

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

aspect.co.uk

aspect



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