

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

16th December, 2023
 Masaaki Takashima
 15, Earlsfield House, Royal Quarter
 Seven Kings Way, Kingston, KT2 5BG

Dear Sirs,

Further to your letter dated 17th November 2023, we have duly received the reply ref no. GC-011NTFF dated 5th December 2023 from Ms. Aleksandra Puszczewicz, Case Handler, Global Customer Research & Solutions, Section 75 team and we understand with regret that this matter is not something which they would deal with under Section 75 of the Consumer Credit Act 1974.

Then, we would like to re-open this matter and provide you with our reply to your points raised in your letter dated 2nd November 2023 hereunder.

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	<u>D-47626273 for the amount of £ 893.87</u>
Order details	J145306 dated 28 th June, 2023 for the deposit amount of £ 4,032.00 for 50% of materials and demolition / 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 by email and paid £ 4,032.00 to Aspect by Amex on 28 th June (see their invoice no. INV-170509 dated 28 th June) , <u>we cancelled the order on 5th July 2023.</u> Aspect accepted our cancellation of the order and agreed to refund the amount of £ 3,138.13 out of £ 4,032 (see their credit no. CCR-011050 dated 31 st August) but they refused to refund the remaining amount of <u>£ 893.87</u> , claiming that the 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 (see Aspect receipt of £ 893.87 dated 7 th September),

	even though this case has been in dispute between Aspect and ourselves.
Your point 1) The merchant has already provided the sufficient proof.	We would like to point out to you again that <u>the evidence of the order that you received from Aspect was just a booking confirmation for order number J145306 but it was not a proof of the delivery of the order nor the service carried by them for us.</u> The fact is that we cancelled the order on 5 th July and <u>Aspect has neither delivered the order to us nor carried out the bathroom demolition /renovation work for us.</u>
Your point 2) The information we sent is not sufficient for you to validate our reason for re-disputing the claim.	<u>The fact is that we have neither received the delivery of the order nor the service carried by them. Will you please advise us what sort of information you would require from us to validate our reason for re-disputing the claim.</u>
Your point 3) You requested us to provide you with the proof of full refund promised by the merchant, that supports our claim.	We would like to point out to you that we would not need to provide with the proof of full refund promised by the merchant. <u>We have a statutory right to cancel the order and get full refund of the payment of the order, which was placed by online, email or telephone within the 14-day cooling-off period even after the receipt of the order under the Consumer Contracts Regulations 2013 but in our case the order has neither been delivered by Aspect to us nor the services have been carried by them for us.</u>

We sincerely ask you to reconsider this matter.

Thanking you,

Yours Sincerely,

Masaaki Takashima

(Attachment)

- 1) Aspect Invoice no. INV-170509 dated 28th June
- 2) Aspect Credit no. CCR-011050 dated 31st August
- 3) Aspect receipt of £ 893.87 dated 7th September



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

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