

## Important notice to the Purchaser

You have a right to cancel this agreement within **10 days from and including** one of the following.

*Please tick which applies.*

- In the case of a contact sales agreement (for example, a door-to-door sale), the day you signed the agreement.
- In the case of a telephone marketing agreement (that is, an agreement made over the telephone), the day you received the agreement document.

Important details about your rights are set out in the cancellation notice provided with this document.

Signed by the Purchaser:  Date:  /  /

## Cancellation Notice

If you wish to cancel this agreement please sign and date this Cancellation Notice and return it by one of the following methods.

<b>Post</b>	<b>Fax</b>
Neighbourhood Cable	02 6229 8175
PO Box 250	
Civic Square ACT 2608	

**In person to your local Neighbourhood Cable branch listed below.**

<b>Ballarat</b>	<b>Mildura</b>	<b>Geelong</b>
10 Neerim Crescent	65 The Crescent	16 Thompson Road
Mitchell Park, Ballarat	Mildura	North Geelong

I, (please print your name)

wish to cancel this agreement made on:  /  /

I wish to cancel the following services under this agreement. *Please tick relevant boxes below.*

- Cable TV services
- Internet / Broadband services
- Phone services

Signed by the Purchaser:  Date:  /  /

If goods were supplied during the 10-day cooling off period. *Please tick which applies.*

- I return the goods with this notice; or
- The goods can be collected from the following address:

Street number:  Street name:

Suburb:  Postcode:

Contact number:

# “NOTICE TO THE PURCHASER WANTING TO CANCEL THIS AGREEMENT



IF YOU WISH TO CANCEL THIS AGREEMENT—

- PLEASE SIGN AND DATE THIS NOTICE OF CANCELLATION AND—
  - LEAVE THE NOTICE AT THE SUPPLIER’S OR SUPPLIER’S AGENT’S ADDRESS; OR
  - POST IT TO THE SUPPLIER OR THE SUPPLIER’S AGENT’S ADDRESS; OR
  - FAX IT TO THE FAX NUMBER SET OUT IN THIS NOTICE;

OR

- COMPLY WITH ONE OF THE FOLLOWING OTHER PERMITTED MEANS OF NOTIFYING A CANCELLATION—
  - IN THE CASE OF A CONTACT SALES AGREEMENT, IN ANY MANNER REPRESENTED TO YOU BY THE SUPPLIER OR THE SUPPLIER’S AGENT AT THE TIME OF ENTERING THE AGREEMENT
  - IN THE CASE OF A TELEPHONE MARKETING AGREEMENT, BY TELEPHONING THE SUPPLIER OR THE SUPPLIER’S AGENT.

THIS MUST BE DONE WITHIN 10 DAYS FROM AND INCLUDING THE DAY YOU—

- SIGNED THE AGREEMENT (IN THE CASE OF A CONTACT SALES AGREEMENT); OR
- RECEIVED THE AGREEMENT DOCUMENT (IN THE CASE OF A TELEPHONE MARKETING AGREEMENT)  
(“THE COOLING-OFF PERIOD”).

YOU MAY STILL BE REQUIRED TO PAY A FAIR PRICE FOR GOODS WHICH CANNOT BE RETURNED TO THE SUPPLIER UNLESS YOU ENTERED INTO THE AGREEMENT BECAUSE THE SUPPLIER OR THE SUPPLIER’S AGENT MADE A FALSE OR MISLEADING REPRESENTATION ABOUT YOUR NEED FOR THE GOODS.

THE SUPPLIER OR THE SUPPLIER’S AGENT MUST NOT REQUIRE YOU TO PAY FOR SERVICES PROVIDED TO YOU DURING THE COOLING-OFF PERIOD (UNLESS, IN THE CASE OF A TELEPHONE MARKETING AGREEMENT, THE SERVICES ARE BEING PROVIDED TO YOU ON A CONTINUING BASIS).

IF YOU CANCEL THIS AGREEMENT DURING THE COOLING-OFF PERIOD, THE SUPPLIER IS ENTITLED TO APPLY TO THE VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL (“**VCAT**”) FOR AN ORDER THAT YOU HAVE TO PAY A REASONABLE AMOUNT FOR THE SERVICES YOU RECEIVED BEFORE YOU CANCELLED THE AGREEMENT. YOU WILL NOT BE REQUIRED TO PAY ANYTHING IF VCAT DECIDES THAT THE SUPPLIER OR THE SUPPLIER’S AGENT HAS BREACHED THE **FAIR TRADING ACT 1999** IN RELATION TO THIS AGREEMENT, FOR EXAMPLE, BY MAKING A FALSE OR MISLEADING STATEMENT TO YOU ABOUT YOUR NEED FOR THE SERVICES.”