

Waterlooville Home Networks

WHN Customer Terms & Cancellation Pack v1.4 dated 25 September 2026

Trader: Daryl Hagedorn t/a Waterlooville Home Networks

Business, correspondence and service address: 4 Siskin Grove, Waterlooville, PO7 8HW

Email: hello@waterloovillehomenetworks.co.uk | Telephone: 07733 797198

This document contains the terms, cancellation notice, model form and optional early-start request. Read and save it before accepting your quotation. Your statutory rights are unaffected.

1. Services

We provide residential networking services including Wi-Fi troubleshooting, surveys, access-point installation, Ethernet/Cat6 cabling, home-working set-up, network optimisation, garden-office connectivity and network installation. The precise work is described in the agreed quotation or booking confirmation.

2. Surveys and troubleshooting

An initial discussion is free and is not an assessment booking. A Home Wi-Fi & Network Assessment is a separate chargeable diagnostic service. We may measure signal, coverage, network speed, latency and packet loss. Unless the booking says otherwise, the assessment fee remains payable even if no further work is needed.

2A. Home Wi-Fi Fix Visit pricing and scope

The optional £99 Fix Visit covers one agreed problem, local travel within our normal service area and up to 90 minutes of relevant checks and practical fixes where possible, plus a concise outcome report. This is a paid investigation and attempted fix, not a no-fix-no-fee guarantee. The fee remains payable when a full resolution requires further work or ISP action, subject always to your statutory rights if our work fails to meet legal requirements. Outside-area travel is only offered with an agreed total price before booking. Additional troubleshooting is £35 for each further 30-minute block, only after we explain the options and obtain your express approval before each block. We offer no more than two blocks, making the maximum agreed troubleshooting total £169 for up to 2½ hours; additional installations and materials require a separate written quotation. Declining optional extra time does not affect the agreed £99 visit charge. Where the visit identifies a follow-on WHN installation quoted at £750 or more before the credit, a £99 credit against that installation is available if its written quotation is accepted within 30 calendar days of the visit. The credit applies once to the installation price, not to equipment-only purchases or alongside another promotion; there is no cash alternative. The final price and eligibility are confirmed in the quotation before acceptance. Extra troubleshooting charges are not credited.

3. Quotations and forming a contract

Installation work will normally be quoted in writing with scope, equipment, labour, assumptions, exclusions and total price. Unless stated otherwise, quotations are valid for 30 days. A contract is made when you accept and we confirm the agreed booking or installation; silence is not acceptance. Hidden conditions may require a revised proposal, but no extra chargeable work proceeds without your agreement.

4. Equipment

We identify equipment sufficiently in your quotation. If unavailable, we will agree material substitutions and price/function changes before ordering. Where WHN supplies equipment, WHN is the customer-facing seller and remains your first contact if that equipment appears faulty. Ownership transfers when the relevant invoice is paid in full, without affecting your statutory rights. Customer-owned equipment removed during work remains yours and stays at your property: we do not provide a disposal service.

5. Deposits and equipment orders

We do not normally require a deposit. WHN funds equipment in an accepted installation quotation. We will agree scope and total price before ordering. If a special-order or unusually large job cannot be accepted on these terms, we will discuss options before forming a contract, not demand an unexpected deposit afterwards. Cancellation remains subject to applicable statutory rights.

6. Access and property information

Please provide reasonable access and identify known hazards or hidden services, including electrical cables, pipes, asbestos-containing materials, underfloor heating, unusual construction and restricted access. You should obtain any landlord/freeholder permissions you need. We can change or stop a method where safe access or a suitable route cannot be established.

7. Cabling and making good

Retrofit cabling may involve drilling, surface routes, trunking or external runs. We seek to minimise disruption and produce a neat installation; fully concealed routes cannot always be achieved. Major building work, plastering, decoration and specialist electrical work are excluded unless explicitly quoted.

8. Customer equipment and third-party services

We may connect existing routers, broadband, computers or other third-party items. We cannot promise continued compatibility or performance of equipment, software, broadband services or cloud services outside our control.

9. Broadband and network performance

Network work may improve coverage and stability but cannot guarantee internet speed, gaming latency or external performance. ISP conditions, external networks, neighbouring Wi-Fi, radio interference and devices affect results.

10. Wi-Fi coverage

We use reasonable care and skill to design around the agreed requirements and conditions present at the time. Coverage may change with alterations, furniture, interference or new neighbouring networks.

11. Configuration and security

We use reasonable care configuring equipment. Please secure passwords and choose who may access your network. We will not intentionally retain administrative credentials without a separate managed-support agreement.

12. Personal information

We process personal information as explained in the Privacy Notice at <https://waterloovillehomenetworks.co.uk/privacy.html>.

13. Completion and handover

We test the installed network or service as appropriate to the agreed scope and provide relevant equipment, Wi-Fi and support information where appropriate. For equipment supplied by WHN, handover records may include model, serial or MAC identifier, installation date and the applicable support/warranty route. Where supported and agreed, customer ownership or administrator control of the network platform is handed over without removing WHN's responsibilities as seller of goods we supplied.

14. Payment

Payment of the agreed Fix Visit, assessment or installation price is due immediately upon completion by bank transfer to the Mettle account shown on our FreeAgent invoice. You will know the total price and payment arrangement before acceptance. We do not add VAT while not VAT-registered.

15. Changes and additional work

Your booking/quotation fixes the agreed scope and total price. If you request additional work or hidden conditions require a change, we will explain the revised scope, total price and timing in writing before extra chargeable work. We only proceed after your express approval. Declining an optional variation creates no charge for that work. If the original scope cannot safely or reasonably proceed, we will discuss the outcome first. Statutory rights remain unaffected.

16. Consumer cancellation rights

A qualifying distance or off-premises consumer contract usually carries a 14-day cancellation right. See the cancellation notice and optional model form in this pack. Services and supplied goods can have different cancellation start dates. Where WHN supplies equipment, the specific quotation includes an equipment-and-installation cancellation section identifying the goods and the return/refund arrangements before you accept.

17. Starting during the cancellation period

A request to start a service within an applicable cancellation period must be separate and express, not inferred from your quotation acceptance or booked date. If you subsequently cancel, a proportionate service charge may apply only where the statutory conditions are met. If the service is fully performed following the required request and acknowledgement, the cancellation right for that service may end. Rights concerning faulty work and goods remain.

18. Cancellation by WHN

We may rearrange or cancel because of illness, unsafe conditions, severe weather, equipment unavailability or other circumstances beyond reasonable control. Where reasonably possible we will agree another suitable date. We will not charge for work not supplied where a refund is due.

19. Workmanship, equipment and support

We perform services with reasonable care and skill. If work or equipment supplied by WHN appears faulty, contact hello@waterloovillehomenetworks.co.uk or 07733 797198 with the job reference, affected equipment and symptoms. WHN is the first point of contact for equipment we supplied. We will make reasonable initial checks and investigate/correct without charge where the law requires us to do so. A manufacturer warranty, where available, is additional to your statutory rights and WHN may handle the supplier/manufacturer process on your behalf. If checks instead indicate a separate issue such as an ISP outage, customer or third-party configuration change, accidental/misuse damage, unsupported modification or another problem unrelated to WHN-supplied goods or workmanship, any chargeable remote or on-site work will only proceed after we explain the basis, scope and price and you agree it. A charge is not imposed retrospectively merely because equipment is found to be working. There is no additional fixed-term workmanship guarantee or ongoing support plan unless expressly agreed in the quotation.

20. Damage and liability

We take reasonable care in your home and are responsible for reasonably foreseeable loss caused by our failure to use reasonable care and skill or breach of contract. We are not responsible for loss outside our reasonable control. Nothing excludes or limits liability where this would be unlawful, including for death or personal injury caused by negligence, fraud or your statutory rights.

21. Existing faults and hidden conditions

We are not responsible for pre-existing defects we could not reasonably identify. If hidden conditions affect the work, we will explain options before proceeding where practicable.

22. Photographs and survey records

We may take reasonable diagnostic photographs and measurements for job records. Images that identify your property will not be used for advertising or social media without separate permission.

23. Complaints

If unhappy, email us with your reference and concern so we can investigate fairly. We will respond and offer the remedies required by law. Contact: hello@waterloovillehomenetworks.co.uk; 07733 797198.

24. Changes to these terms

The version supplied to you before accepting a particular quotation/booking applies to that contract. We may update terms for later contracts without retrospectively altering your agreed version.

Cancellation notice

WHN Customer Terms & Cancellation Pack v1.4 dated 25 September 2026 | Daryl Hagedorn t/a Waterloooville Home Networks | 4
Siskin Grove, Waterloooville, PO7 8HW

When this notice applies

This notice is for qualifying residential contracts concluded online, by phone, email or away from our business premises, subject to statutory exceptions. Your quotation identifies the services and any goods supplied. It does not replace your rights if something is faulty.

Service cancellation

For a qualifying service contract you may normally cancel without giving a reason within 14 days after the day the contract was entered into. If you asked for an early start, a proportionate charge for services supplied up to cancellation may apply only where statutory requirements are met. After full performance under the required express request and acknowledgement the right to cancel that service may end.

Goods and installation

If we supply goods as part of a qualifying sales contract, the goods cancellation period is normally 14 days after you, or a person you nominate, receives the goods (or the last of multiple deliveries). Tell us before cancellation expires. Each equipment-inclusive quotation contains a specific equipment-and-installation cancellation section before acceptance. WHN will arrange collection or agreed return of cancellable WHN-supplied equipment and will not impose a customer return charge unless a different lawful cost was clearly stated in that specific quotation before acceptance. Refund timing and any lawful diminished-value deduction will follow the applicable statutory rules and will be explained. Faulty-goods rights remain separate and unaffected.

How to cancel

Tell us clearly that you wish to cancel by email to hello@waterlooovillehomenetworks.co.uk or post to 4 Siskin Grove, Waterloooville, PO7 8HW. You may use the optional model form below, but it is not required. Include your name and booking/quote reference where available. We will acknowledge your notice and explain any lawful service charge, returns and reimbursement arrangements.

Refunds and timing

Where cancellation gives you a refund, we will reimburse in accordance with statutory time limits and any applicable goods-return rules, using the original payment method unless we agree otherwise. Specific goods return arrangements and any lawful costs will be given before acceptance.

Separate request to start services early

Only complete this if you want services to begin before the end of an applicable 14-day cancellation period. Requesting a date or accepting a quote is NOT an early-start request. You must give a separate positive instruction, and acknowledge that a proportionate service charge may arise on cancellation and the service cancellation right may be lost once the work is fully performed where legal conditions are satisfied.

Model cancellation form (optional)

To: Daryl Hagedorn t/a Waterloooville Home Networks | 4 Siskin Grove, Waterloooville, PO7 8HW |
hello@waterlooovillehomenetworks.co.uk

I/we give notice that I/we cancel my/our contract for the following goods or services:

Goods or services: _____

Quotation / booking reference: _____

Ordered on / received on: _____

Customer name: _____

Customer address: _____

Date of cancellation: _____

Signature (only required for a paper form): _____

Separate optional early-start request

This is not part of quotation acceptance. It is optional and must not be pre-selected.

I expressly request WHN to begin the services in my agreed quotation or booking before the end of my applicable 14-day cancellation period. I understand that if I cancel after work has started, I may have to pay a proportionate amount for services supplied up to cancellation where the legal requirements are met. I acknowledge that once the service has been fully performed following my request, I may lose my statutory right to cancel that completed service, subject to the legal conditions.

Customer name: _____

Quotation / booking reference: _____

Requested start date: _____

Customer signature / separate electronic confirmation: _____

Date of request: _____

For equipment-plus-installation quotations, the quotation itself also contains the specific equipment, cancellation, return and refund information applicable to that order before acceptance.