

Cancellation rights review checklist

General information to help you organise your paperwork. Not legal advice.

Identify the applicable consumer context

Use this checklist to gather the facts needed for a qualified cancellation-rights review. Do not assume all contracts have the same cooling-off period, or that no right exists because work began. Record the formation channel and the documents actually delivered.

Project province or territory: _____

Customer purpose and contracting parties: _____

Who initiated contact and where: _____

In person online telephone or other channel: _____

Contract signature and copy receipt dates: _____

Work start and cancellation notice dates: _____

- ☐ Retain advertisements quotations and sales messages.
- ☐ Record any home visit and goods or services sold.
- ☐ Identify missing terms, notices or forms.
- ☐ Keep delivery evidence for the contract and cancellation request.
- ☐ Record any allegation of delay misrepresentation or nonperformance.
- ☐ Identify relevant permits or registrations for review.

Verify the rule and record instructions

Question	Official provision and facts	Reviewer instruction
Applicable contract classification	[enter]	[to check]
Cancellation ground and trigger	[enter]	[to check]
Required notice and delivery	[enter]	[to check]
Refund scope and timing	[enter]	[to check]
Permitted charges or exceptions	[enter]	[to check]

Fictional review issue: a customer booked a visit online but signed documents at home. Record the sequence rather than assigning a legal category from a single event. The Quebec source illustrates why formation details matter; its rules must not be applied to another jurisdiction by analogy.

Reviewer and date: _____

Earliest uncertain timing issue: _____

Confirmed action and responsible person: _____

Unresolved documents and follow-up: _____

This checklist does not calculate a deadline or certify cancellation validity.

Before you act: this document is general information prepared by ArtBuild to help you organise facts and paperwork. It is not legal advice and has not been reviewed by a lawyer for your situation. Rules differ by province and territory and change over time. Check the official source for your project, and for deadlines, liens, court or insolvency steps, speak with a lawyer licensed where the project is located.