

## **TERMS & CONDITIONS**

1. Please read this document carefully as it will tell you everything you need to know about the terms and conditions on which we will deal with each other.
2. If you do not own the property, you confirm that you have obtained the owner's permission before you authorise us to start work on the property. We do not accept any liability for unauthorised works. You will be responsible for any losses, costs or damages which we incur as a result of any claims made against us for repairs carried out without the necessary consent.
3. We will carry out all work during our normal hours (8am to 5pm Monday to Friday) unless we say otherwise.
4. We will agree with you what work we will carry out & arrange a suitable time and date it for it to be carried out.
5. The charges quoted are for the work detailed on the quote. There will be additional charges if any other works are needed for unrelated faults such as:
  - There are existing faults on circuits when replacing the fuseboard.
  - You have called us about a problem with your fuseboard but ask us to fix a faulty light fitting.
  - We will agree to any additional costs with you before commencing work.
6. The charges we quote do not include the following:
  - Repairs identified or needed due to design faults in your current electrical system at the time of the agreed work being carried out.
  - Any improvements which are needed to your electrical installation, or any work needed to bring your installation up to current standards other than what is quoted.
  - Gaining access to for example; wiring buried in walls, taking floor boards up.
  - Removing any dangerous waste such as asbestos, which could not have been reasonably unforeseen when we gave you the original quotation and which we became aware of only when doing the work. You may decide to call a specialist contractor to do this work for you, they should be able to provide a clear air certificate which must be provided to us before we will commence any further work at your property. Alternatively, it may be possible for us to do this work for you at an extra cost which we will agree in advance.
  - Lifting carpets or other flooring coverings that is required before we can commence work and replacing them once the work is complete (unless specifically stated otherwise). You may decide to call a specialist contractor to do this work for you. Alternatively, it may be possible for us to do this work for you at an extra cost we will agree in advance.
7. We will take reasonable care to carry out the work without causing unnecessary damage to your property, however you accept that the work (including removing or dismantling existing fixtures and fittings) may cause damage and certain areas may need redecoration following completion of the work. We will fill any holes and leave the surface level if we have had to make access to your system so we could carry out the work, however we will not replace the original surface or construction (for example; decoration), unless the damage has been caused directly by our negligence.
8. If the safety earthing arrangements in your property do not meet the standards set out in the current Institute of Electrical Engineers regulations, we will tell you what work is needed to correct any problem. The cost of any work required to bring your installation up to current standards will be agreed with prior to the commencement of those works.
9. Payment for all work is due on completion, Stage payments may be arranged prior to work commencing.

### **10. NOTICE OF YOUR RIGHT TO CANCEL**

You can cancel this agreement up to 14 days after the day any goods are delivered or if the agreement is for services only (for example; labour but not parts are provided), for 14 days after the day you accept the agreement. This is your "cooling off period". You can ask us to start the work before the cooling off period ends. If you do this and then cancel, we will charge you any reasonable costs for:

- Any work already carried out
- Any goods already installed into your property

You won't be able to cancel once work is fully completed or the goods have been installed into your property.

### **11. USING PERSONAL INFORMATION**

We may use information about you to do the following:

- a) Provide you with the services you have asked for
- b) As part of current or future legal action
- c) If you do not pay your debt, we may transfer your debt to another organisation and give them details about you

We may also monitor and record any communications we have with you including phone conversations and emails, to make sure we are providing a good service.