

## TERMS & CONDITIONS

### GENERAL

All extras and variations must be agreed in writing prior to commencement.

The costs quoted assume continuous and unhindered access to the site by prior Arrangement with you.

Unless stated otherwise, the costs quoted assume standard working hours between the hours of 08:30 hrs - 17:30 hrs Monday to Friday inclusive. Work required outside these hours may attract out of hours premium rates.

Any additional work not covered in our quoted costs will attract additional time charge rate plus materials cost.

All figures quoted are valid for a period of 30 days from the date of the quotation.

### UNFORESEEN CIRCUMSTANCES AND ADDITIONAL CHARGES

We try very hard to accurately estimate costs but unforeseen circumstances may result in additional labour and resource costs.

Existing Building Defects such as to the fabric of the building, services or finishes that become apparent and require repair or maintenance work outside of the scope of work proposed in the offer (changes can trigger a historical defect) will not be our liability. We will however be happy to assist you in repairing or arranging for remedial work to be carried out which will be chargeable.

Due to the current uncertainty with product procurement, material prices are volatile and may attract additional costs if the wholesale cost rises. These costs will be detailed within invoice and shall not exceed 10% of the original quoted price.

In the event that materials selected by the customer are no longer available, alternative materials will be utilised at the expense of the client.

### WARRANTY

All work and materials are guaranteed for 6 Months from the date of installation (unless stated otherwise). Such cover does not extend to goods not supplied by SNS Electrical Ltd, physical damage to products, or any instance where the original installation has been altered or tampered with subsequently by third parties.

### INSTALLATION

All electrical installation work will comply with BS7671: 2018 and any amendments in force at the time of the works. All work where applicable, will also be executed fully in compliance with applicable Building Regulations in force at the time of the work, particularly in respect of work in dwellings to allow the legal

Part P obligations to be met. Where a Client requires deviation from such regulations, a written instruction and record will be required.

Where work is to extend or modify existing circuits, costs quoted assume that the existing installation is in adequate condition and complies with minimum current

regulations. Any works found required to bring the necessary parts of the existing installation up to standard will be at additional cost.

Unless stated otherwise, all cables will be concealed by chasing into the building fabric or concealed in building voids, under floors, etc. Where impracticable, cabling will be neatly surface run, either clipping direct or housed in trunking and/or conduit.

All materials/brands utilised are at the discretion of SNS Electrical Ltd unless specified within the quotation, Customer provided materials must meet British standards to ensure compliance with BS7671.

Where carpet or flooring coverings may require lifting to allow concealed installation work this is covered in the scope of works. We will make every effort to avoid damaging them and to refit them to an acceptable standard. However, consideration of employing a specialist fitter may be prudent, at your cost to ensure a fully satisfactory reinstatement upon completion of work.

Unless agreed beforehand, chases to walls, etc. will require filling and skimming at your cost except where we have made arrangements for this to take place.

All endeavours will be made to undertake installation work to a clean standard, using dustsheets and vacuum cleaning equipment as necessary. You are advised to ensure that breakables and loose items are packed away during works.

The Quotation outlines the expected duration of the installation work.

Re-decoration and final making good is excluded from quoted costs, unless specifically detailed as included.

Removal from site and disposal of rubble, fittings, wiring, materials, general waste and packaging is not included.

### OTHER TERMS

Please read carefully any concerns highlighted in the quotation as we would like our experience to benefit you in the future when planning your home/business alterations. The Client is expected to provide access to WC, power for tools, water, storage space and parking at no cost.

Any required building regulations/planning permission is the responsibility of the client.

The risk in all goods supplied shall pass to the Client upon delivery.

The client is responsible for ensuring that the property is insured for the duration of the installation work.

The contractor retains the right to abort works following acceptance of quotation by the client. In this event, only charges relating to materials/services already provided are payable.

### INSURANCE

We are covered by public liability of £2000000

### COMPLAINTS



Complaints should be addressed to the proprietor and a written record of complaints and outcomes will be kept on record.

#### HEALTH AND SAFETY

This quotation does not cover the cost of or control of any hazardous materials (e.g. Asbestos). Where materials suspected of being asbestos are discovered we will plan work around this to avoid disturbing it, or we can arrange for testing to be undertaken at a cost of £100 for three samples. Additional work/materials or testing will be charged on top of the estimated or quoted works and the cost shall be borne by the customer.

#### ACCREDITATIONS

Our team are accredited in the following: NICEIC (Full scope), IPAF, PASMA, City&Guilds training, Initial Verification and Periodic Assessment of Electrical Systems.

#### PHOTOGRAPHS

Customers often find it useful to see examples of work we have undertaken to appreciate how work ordered might look in their own buildings. We may therefore take photographs of work for use on our digital platforms and paper based media. Pictures will never be taken that allow the property or customer to be identified. We will also never use an image that may cause offence, embarrassment or distress. If you would prefer us not to take pictures of work or if you would like an image removed please notify us.

#### PAYMENT TERMS

Payments are to be made as indicated on quotation, which may include advance payments and or staggered payment throughout the project to cover works completed.

All payments are due on receipt of invoices including final invoice with variations.

Please note that a failure to pay within 30 days will result in the withholding of any installation certificates and debt recovery proceedings with additional costs as per legislation at <https://www.gov.uk/late-commercialpayments-interest-debt-recovery/when-a-payment-becomes-late>.

All materials and goods remain the property of SNS Electrical Ltd until the balance is paid in full.

Provision of a signature/Verbal commencement of works/written acceptance of quotation shall be deemed to be agreement to the terms listed above and the quotation provided.

#### Customers Agreement

I understand that I have a statutory right to cancel this contract within fourteen days of the date on which the work has been ordered, provided I do so in writing. Work shall be deemed to have been ordered when any of the following take place.

- I have signed the agreement.
- I have verbally accepted the estimate or quote.
- I have written acceptance of the quotation.
- I have specified a start date for work.

- I have paid a deposit.

- I have verbally given instruction to start work.

This statutory right to cancel does not extend to anything that has been built to measure prior to work starting, the full cost of which shall be accepted in the event that work is cancelled.

Where I have specified the work to start during the 14-day statutory cooling off period I accept that should I choose to cancel the contract I shall be liable for:

- The cost of any installed items.
- The cost of any labour.
- Loss of earning or profit attributable to time having been set aside for your work.

If I choose to cancel the contract after the statutory 14 day cooling off period, I accept that any deposit paid is non-refundable.

Finally, I accept that there shall be no statutory 14 day cooling off period when I have invited you in to a property to carry out urgent repairs or maintenance. In such a case, I accept that the full cost and labour is payable.

Customer Signature \_\_\_\_\_ Date:

