

Terms & Conditions

Instruction to Work

An instruction to carry out work, whether written or verbal, shall be taken as an acceptance of these terms and conditions unless the work is subject to different terms and conditions in a written contract signed by both parties. All prices exclude VAT unless otherwise stated. The customer has the right to cancel this contract within 14 days (see below). In the event that the customer cancels the contract outside the 14 day period M.J. and N.M. Partridge Electrical shall be entitled to invoice for any special orders that cannot be returned and charge the sum of up to £100 +VAT to cover the costs and expenses.

Definitions & Basis of Prices 1.0

- 1.1) A Budget Price is given as a guide for budgeting purposes when limited information is available in the early stages of a project. It is not an offer to carry out work for the price given.
- 1.2) An Estimate is an approximate price given as a range or a percentage variation and constitutes an offer to do the work within the stated limits. It is used where an exact price is not required or there is inadequate information to give one.
- 1.3) A Quotation is an offer to do the work specified at the fixed price given. Fault finding prices are **NOT** included on the quotation.
- 1.4) A Provisional Sum is an allowance made for a specific part of the work when there is inadequate information to include a fixed price for it. The sum is chosen with care, but the final cost may vary considerably.
- 1.5) Schedule of Work: The price is based on the description of work, or the schedule provided. This may be provided by the client or prepared by the contractor. It is the basis of the contract and clients should check it carefully to ensure it meets their requirements as variations will change the price.

Conditions 2.0

- 2.1) The price is based on normal working hours, 8am - 4.30pm Monday to Friday, unless otherwise agreed and stated.
- 2.2) Prices do not include any charges made by the energy supplier unless specifically stated. These charges may be made for any work to the meter including connections to meter or earthing terminal.
- 2.3) The price is valid for 30 days from the date shown on the estimate/quotation and work to be completed within 12 months. Failing this, should there be any additional costs to labour and materials etc. Will be passed on to the customer.
- 2.4) We undertake to carry out work according to such relevant regulations as are in force at the time. All labour workmanship will carry a guarantee of 12 months. Electronic devices, fittings and other such materials will be covered by the manufacturer's warranty, with a minimum of 12 months guarantee. Lamps do not carry a manufacturer's warranty nor are they covered by M.J. & N.M Partridge Electrical Ltd's 12 month guarantee. However, please do not hesitate to contact us if you feel a lamp has failed prematurely.
- 2.5) We are not responsible for the removal of any materials/packaging/waste, and all waste will be left on site. For large jobs, a skip can be provided at the customer's cost.
- 2.6) All possible care will be taken in carrying out the work. However, the price does not include making good or redecoration. Making good can be done at further cost if required and if so, specifically stated on the estimate/quotation as part of the price. All our electrical installation work will be carried out to the highest possible standard and our electricians will make every effort to keep dirt and mess to a minimum. The place of work will be kept as clean and tidy as is practical. Please ensure to cover or remove any electrical equipment and/ or furnishings etc before work commences.
- 2.7) Due to unforeseen circumstances such as adverse weather conditions, staff sickness, incorrect supply of materials or overrunning of previous job we reserve the right to postpone your installation to a later and mutually convenient date if necessary.
- 2.8) Variations: Unless otherwise stated in the estimate or quotation all costs for variations listed below may be passed on to the customer.
 - (i) Changes in labour and/or wholesale material costs subsequent to the date of the estimate or quotation.
 - (ii) Additional work arising from adverse structural conditions revealed during the course of the work and which could not reasonably have been foreseen.
 - (iii) Waiting time or additional visits where access is not available at an agreed appointment time.
 - (iv) Variations shall be notified as early as possible to minimise the impact on the job. Ideally this will enable a revised price to be agreed prior to work being carried out. Without such agreement, any work additional to the original estimate/quotation will be charged at a time/materials rate. A variations log will be kept and will require a client signature as a sign of acceptance.

2.9) When changing a consumer unit, no fault finding is included in the cost. Therefore, this will be charged at an additional cost for time and materials.

Payment Terms 3.0

- 3.1) Payments should reach us by the date given on the invoice, which is strictly 7 days.
- 3.2) A 50% deposit will be raised and issued for quotes over £500.00+VAT, before work commences. An invoice will be issued for your records to indicate an interim payment. If the deposit payment is not received by the start of the job, work will not commence. The remaining balance will be invoiced once the work has been completed.
- 3.3) For quotes under £500.00+VAT, you will be invoiced in full and payment must be received prior to work commencing.
- 3.4) A 25% deposit will be raised and issued for quotes regarding solar panels and battery storage.
- 3.5) If the work spans more than one calendar month invoices will be submitted at intervals. This will account for work done, materials used/specifically ordered and held during that period.
- 3.6) Queries should be notified as soon as possible and within seven days. If there is anything that you are not happy with while we are working for you, please do let us know.
- 3.7) Overdue accounts will be subject to further administration costs and possibly debt collection costs once passed to a debt agency. Accounts which remain in debt may also lead to court action.
- 3.8) Materials supplied shall remain the property of M.J & N.M Partridge Electrical Ltd until paid for in full.
- 3.9) EICR's to be paid upfront prior to attending. No remedials to be carried out during the EICR without a prior quotation being written and accepted.
- 3.10) An admin fee of £25.00+VAT will be charged for resends of any certification. No certification will be sent prior to payment of invoice.

Cancellations 4.0

- 4.1) We understand situations can arise in which you must cancel your appointment. Due to limited appointment availability, we request that you cancel with adequate notice. This allows us to amend our schedule. You may cancel by contacting us by:
Phone – 01263 732004; or
Email – info@partridgeelectrical.co.uk
- 4.2) We require a minimum of 3 working days' notice for cancellation. Please inform us by 14:00 3 working days prior to your scheduled appointment to notify us of any changes or cancellations.
- 4.3) If no prior notice or the notice given is not provided within the minimum notice period, you will be charged a cancellation fee (£120.00 + VAT) for the missed appointment.

Ways to Pay 5.0

Payment can be made in the following ways:

- 5.1) By cheque, paid out to M.J & N.M Partridge Electrical LTD. Please put the invoice number on the reverse of the cheque.
 - 5.1.1) We are not able to accept cheque payment for payments over £500.00. Payments of £500.00 and over will need to be made via BACS.
- 5.2) By bank transfer: Account Number 90624381 Sort Code 20 03 26. Please put the invoice number as a reference, otherwise we may have difficulty aligning the payment with the correct account. With the new Data Protection Act (2018) in place, please let Partridge Electrical know if you no longer like us to keep personal details stored.

Statutory Rights: Nothing in these terms and conditions affect your Statutory Rights. Contact Consumer Direct (0845 04 05 06) for details.

Name:

Date:

Signature: