

## **W D SAUNDERS – ELECTRICAL TERMS & CONDITIONS, INCLUDING COMPLAINTS PROCEDURE**

Estimates are valid for 30 days from the date given and are subject to acceptance of these terms and conditions which you should read carefully. If you need any points clarified or wish to discuss the contents of this document further, please contact me and I'll be happy to do so. A written contract can be provided.

- I pride myself on providing a quality service that complies with all relevant regulations. All electrical installation and repair work will comply with:
  - BS 7671 and any amendments in force at the time.
  - Applicable building regulations in force at the time.
- Where work is to extend or modify existing circuits, the costs estimated assume that the existing installation is in a condition that meets current minimum standards. This will usually be confirmed in advance of supplying this estimate but if it has not been possible, then any additional work required to meet the minimum standard will be at additional cost.
- Electrical installations usually require the concealment of cables, either in the walls of the building or within ceiling or floor voids. This necessitates the removal of carpets, flooring, floorboards as well as chasing into the brick and plasterwork. I endeavour to re-fit and repair to an acceptable standard, however, you may wish to consider employing a specialist fitter to effect a fully satisfactory re-installation. I will agree this with you in advance.
- I must be provided with unhindered access to the area in which I need to work as this estimate does not include the removal of fixed or freestanding furniture. (Unless by prior agreement). This also includes the management of other tradesmen not hindering progress. (E.g. Time spent on site waiting till I can begin because the plumber hasn't finished, is chargeable.)
- If **you** provide products or materials for me to install then **you** are responsible for any warranty or functionality issues. This is a matter that causes regular misunderstanding. For example, if **you** provide a shower for me to fit and the shower unit stops working, it is **your** responsibility to arrange for its removal and repair. I will be happy to do this for you, but it will be a chargeable activity. Also, for example, if the light fitting you have supplied for me to install is ineffective for your needs, then that is your issue. Similarly, if you fail to provide sufficient quantities of switches or socket outlets for me to fit and an extra visit is required, then that is chargeable too.
- Upon completion you will be given the opportunity to assess the completed work and will be given all the relevant documentation and warranty information pertaining to the equipment that I have installed. You will also be shown the basic operation of any control devices. If you want me to set up every detail and function, then the time spent doing so is chargeable. If there are any concerns about the technical standards of workmanship or equipment, you will have the opportunity to discuss and resolve this.
- You will also receive an "original" copy of any certification relevant to your installation by email or post via the Elecsa online certification system .

### **Risk and Title of Goods**

- All goods supplied shall remain the property of W D SAUNDERS-ELECTRICAL until all sums due have been paid in full.

### **Warranty**

- W D SAUNDERS-ELECTRICAL guarantees its installation work to be defect free for a period of 12 months from invoice/receipt date. This does not extend to goods not supplied by W D SAUNDERS-ELECTRICAL, physical damage or any instance where the original installation has been altered, added to or interfered with by a third party.
- Your works are covered by the Platinum Promise from ELECSA via <http://www.elecsa.co.uk/Householders/Platinum-Promise>

### **Payment**

- Unless agreed in writing, full payment is required upon completion of the specified works. On large or protracted works, an interim payment may be required before all works has been completed. This will be on a case by case basis. If you keep me waiting for an hour whilst you go to the bank, that's chargeable! Should you fail to settle in full, then you will invalidate your warranty. Oh and before I forget, remember when you asked "while you are here can you have a look at this?" that's chargeable too! The longer I'm on site, the more hours I clock up, the bigger the bill at the end. I want you to have what you want and the results you desire, however that comes at a price. Don't keep me for a day then expect to get a bill for an hour!

## Legal

- W D SAUNDERS-ELECTRICAL will never knowingly engage in **any** illegal installation work and assumes that the person or persons ordering the work are authorised to do so by owner or landlord. W D SAUNDERS-ELECTRICAL will also not carry out work in an environment where **any** illegal activity is taking place, likely to take place or has taken place. In the case of “has taken place”, remedial work will only commence when the Police or Local Authority have released the scene and have confirmed in writing. If these conditions are not met, W D SAUNDERS-ELECTRICAL reserve the right to vacate the environment, and the **full cost** of the days labour (and any parts supplied may be subject to handling charges) will be chargeable to the client. The same applies, if any person or persons are unfit (or appear to be) through alcohol or drugs and/or are interfering with the installation work as it is being carried out, and/or impeding its’ progress.

## COMPLAINTS PROCEDURE

If you have a fault, concern or problem during or following the installation you should contact me directly or by phone and I’ll aim to respond as soon as possible.

Should you not give me the opportunity to rectify or resolve the issue, then, you have NO complaint. The Platinum Promise and the Trader Register both stipulate that you must give me the opportunity FIRST.

If the problem has been caused by an installation error or is due to faulty equipment or materials supplied by me and is still under the manufacturer’s warranty (usually 12 months) I will rectify this. As previously stated, if the problem lies with products or equipment supplied by **you**, then work to repair or resolve the issue is chargeable.

All complaints will be logged and corrective action taken to resolve the issues. For any noise or environmental issues, I will resolve them at the time whenever possible. Where replacement parts and products of exactly the same make/model are no longer available, and where that part/product was supplied by me, I will substitute an equivalent to the same standard.