

C&B Electrical Ltd

Terms & Conditions

1. **General Installation Work:**
 - (a) All electrical installation work will comply with BS7671 and any amendments in force at the time of the works.
 - (b) All other work will comply with relevant British Standards as appropriate
 - (c) *Electrical Installation, Minor Works* certificates and *Building Regulations* notifications issued by C&B Electrical Ltd cover **only** those works installed by C&B Electrical Ltd.
 - (d) Where work is to extend or modify existing circuits, costs quoted assume existing circuits are **safe** and in adequate condition. Any works required to bring these circuits up to standard will be at additional cost.
 - (e) Where carpet or floor coverings require lifting, best endeavours will be made to avoid damage and to refit to an acceptable standard. However, employing a specialist fitter may be prudent, to effect a fully satisfactory reinstatement.
 - (f) Unless agreed before hand, chases to walls, etc will be left un-filled. Final finishing of skim coat plaster and final decoration is excluded.
 - (g) C&B Electrical Ltd will endeavour to undertake installation work to a clean standard. However, some additional vacuuming and cleaning down of surfaces should be expected afterwards. Any equipment susceptible to damage from dust (eg video or computer equipment) **must** be removed from the work area **prior** to our arrival.
 - (h) C&B Electrical Ltd take no responsibility for re-setting of equipment after power has been isolated
2. **Emergency work:**
 - (a) Upon arrival any faults posing risk to life or property will be immediately isolated / made safe. Other authorities may be contacted if deemed necessary (i.e Northern power grid, Fire etc)
 - (b) All faults will be rectified as soon as possible. Where immediate repair is not possible due to materials being required, the installation will be left in a safe condition and the repair completed as soon as possible
 - (c) For emergency work we aim to be on-site within 4 hours where possible
3. **New Consumer Units:**
 - (a) Installation of new consumer units / distribution units (fuse board) is subject to the whole installation being tested to ensure it is **safe** to be connected to a new consumer unit. The basic cost for this is included in the installation cost.
 - (b) Any **faults** found during the above testing which are deemed **unsafe, must be rectified prior** to that circuit being reconnected to any new consumer unit. Any costs for such work are not included. Such issues will be brought to the clients attention as soon as is practical during works.
4. **Electric gates & automation, Shutters etc.:**
 - (a) All gates are to comply with relevant British standards
 - (b) All repaired or serviced gates will be force tested and risk assessed. Any gate that is unsafe will be left isolated and not put into service. An estimate for necessary modifications will be provided
5. **Security alarms:**
 - (a) All alarms have an engineer code for our use only. Any request for code to pass onto 3rd party is chargeable. Request of code will also void any warranty
 - (b) Where communicators are fitted, a phone line or internet connection must be provided and maintained. Any necessary re-setting or re-configuration of devices due to disconnection, change of phone lines, Wi-Fi password etc will be chargeable at standard rates
6. **Exclusions:**
 - (a) Whilst we try to be as helpful as possible and will generally do some limited moving to create access, the clearing and / or moving of furniture and other items blocking access to work areas are not included within the quote. Excess time will be charged
 - (b) Removal from site and disposal of rubble, materials, general waste and packaging is not included. C&B Electrical Ltd may, at their discretion, remove waste for appropriate disposal.
7. **Pricing:**
 - (a) Quoted costs assume continuous and unhindered access to the site by prior arrangement with the client.
 - (b) Unless stated otherwise, the costs quoted assume standard working hours between 08:00 hrs – 16:00 hrs Monday to Friday inclusive. Work required by the client outside these hours may attract premium rates
 - (c) Additional work not covered in estimate will attract an additional charge plus materials.
 - (d) Estimates are valid for 42 days from the date of the estimate.

8. Risk and Title of Goods:

- (a) The risk in all goods supplied shall pass to the Client upon delivery.
- (b) All goods supplied shall remain the property of C&B Electrical Ltd until all payments have been paid in full.

9. Warranty:

- (a) C&B Electrical Ltd warrants its installation work to be defect free for a period of **twelve months** from the installation date. Cover does not extend to goods supplied by others, physical damage, or instances where the installation has been altered or tampered with by third parties. The warranty also excludes fair wear and tear, lamps, fuses or other consumables.
- (b) Where projects involve works by third party trades, any damage to the electrical installation by third parties shall remain the responsibility of the Client. Any rectification costs must be paid for by the Client prior to commencement of rectification. Recovery of such costs from any third party shall be the Clients responsibility.
- (c) Any failed lamps must be replaced within a reasonable time otherwise failure of control gear will not be covered

10. Payment:

- (a) Unless agreed in writing, payment in full should be made on completion of the specified works, to C&B Electrical Ltd
- (b) Larger projects may require deposit before work, as stated in estimate / contract (if applicable)
- (c) Where projects involve separate first and second fix works, part payment may be due on completion of first fix (see estimate / contract for more details)
- (d) Payment is accepted by bank transfer, cheque or cash.
- (e) In the event of any non payment C&B Electrical Ltd reserve the right to withhold any certificates for work carried out until such payments are made.
- (f) If payment is not made in required time, we may start legal proceedings to recover debt without notice
- (g) All jobs will be charged at agreed rate

11. Misc:

- (a) For contract work, all job notifications must be confirmed in writing by email or mail. Verbal notification is acceptable to speed up response times for emergency & urgent work followed by email confirmation
- (b) Where required, a job sheet can be signed at each job, and a copy forwarded with invoices
- (c) A copy of test sheets (where required) will be forwarded once payment has been received
- (d) All prices are to include FOC use of electricity supply. Generators or other arrangements will be chargeable
- (e) Power must be available for Inspection & Testing. Return visits will be chargeable
- (f) Adequate free parking with a minimum height of 3.2mtr is to be provided within reasonable distance of work site. Any parking charges will be added to invoice. Any 'parking fines' on clients private land will be added to invoice along with £20 admin charge
- (g) External jobs may be postponed with late notice in case of bad weather. Any work postponed will be re-scheduled as soon as possible
- (h) Where required on-site, any necessary visitor cards etc must be given on arrival. Any waiting time will be charged
- (i) Any time spent on site inductions or other delays will be charged at hourly rate

12. Cancellation:

- (a) Adequate notice must be given to cancel any job. Charges may be made where adequate notice is not given
- (b) Any jobs cancelled with less than 24 hours notice will be charged at full labour rate. This includes no access to property
- (c) Any jobs cancelled with less than 5 days notice will be charged at half labour rate. Larger projects will be stated on quote/contract
- (d) Any materials specially ordered must be paid for in full, even if any work is cancelled