



Terms & Conditions

Product & Services

Three call outs each month – Each call out has one-hour duration to rectify any electrical fault. A return will consume another call out which every member has three each. If another visit is needed then the head office will reschedule this within the same month if possible.

After one hour of service has completed there will be a charge of £20.00 per hour thereafter if necessary situations grant this. In certain situations, there may be an action where electricity will temporarily need to be switched off or is already shutdown, this will need to be rectified on the day to progress with the intended work.

If the service consumes a total of three hours, an update will be sent to the head office and a joint decision with the client and the director will need to be made on further works.

Materials – Any lightweight, middleweight or heavyweight materials used will be included in the member's monthly contract. Any other specific materials that will need to be purchased will be agreed and signed for from the member. This will then be added to the following monthly payment and this will be detailed on a statement of intended work carried out for the member.

Payment Terms

Monthly payment packages – A fixed monthly payment of a total of either £11.99, £13.99 or £14.99 which will be set up to be transferred at the start of each month, this is then intended to pay for the month in advance. For an example of payment, In a 6 month contract, From January your first payment will be transferred on the 1st of January, your last and final payment of the contract will be transferred on the 1st June, which the member will have services up to the 30th June. Contract will also end on this date with notice.

Timeline of Service

Short term & long term contracts – The timeline of service we provide will be for either 6 months or 12 months. This will be clearly notified on the sign up form and the contract certification. The contract will be cancelled on the last day of the month, from which it has served either short or long term duration with notice.

Cancellation of Contract & Notices

The contract, which the customer has signed, has either agreed to a short term or long term contract – 6 months or 12 months respectively. The contract will be cancelled on the last day of the month, from which it has served either short or long term duration with notice. A letter of notice will be sent out four weeks prior to contract end. This notification will allow you to proceed with a replica contract, whether it was originally short or long term. It is the customer's responsibility to cancel the contract when notice of four weeks



remaining of the contract length is complete. The customer will need to inform the head office of he's or hers cancellation decision on the next service of contract. If there is no information of this action, a new contract certification will be automatically sent out to the customer to proceed with service.

If the situation involves non-payment for service whilst still contracted, an email or letter will be sent out to notify the customer of none payment and that the required payment will need to be settled within 10 working days. If we do not receive any form of payment within the following 10 working days, this will be shown of intent from the customer that they are not willing to oblige with signed contract terms and conditions. The customer will be sent a final warning before preparations proceed to gather 100% of the remaining contract, with a non payment fine of 40% of the full contract timeline of service.

Package Materials

(Bronze Package) Lightweight Materials – This will include the easy access of materials. An operative will have a selection of lightweight materials either within hand tool bags/boxes or stored on the operatives van.

- Terminal connector blocks – Sleeving – Screws – Raw plugs – Front plate screws

(Silver Package) Middleweight Materials – This will include certain materials that will need to be retrieved from one of our electrical wholesalers.

- Terminal connector blocks – Sleeving – Screws – Raw plugs – Front plate screws
– One standard white plastic single switch plate – One standard twin or single socket outlet
– Three BC or ES lamps (maximum of 60w) per month – One single or twin patress boxes

(Gold Package) Heavyweight Materials – This will include certain materials that will need to be retrieved from one of our electrical wholesalers.

Terminal connector blocks – Sleeving – Screws – Raw plugs – Front plate screws –
One standard white plastic single switch plate – One standard twin or single socket outlet –
One switched/un-switched fused spur – Three BC or ES lamps (maximum of 60w) per
month – One single or twin patress boxes – Two standard three plate lighting pendants –
One Mini circuit breaker – Cable used up to 3 metres (maximum size of 4mm) – Trunking
(1 length) – Conduit (1 length)

If certain materials need to be purchased from the operative, a signed sheet from the customer will allow a materials list to be purchased from one of our account held electrical wholesalers. This materials list will then be passed over to head office and a balance will then be added to the following customers monthly payment