

# 11:11 Electrical - Terms & conditions

## 2021

Thanks for choosing 11:11 Electrical. The following terms & conditions are written thoughtfully to protect both the client and the service provider. Please read them thoroughly to avoid any misunderstanding. Should you have any queries regarding these terms please get in contact with us.

### Quick Summary:

- We will stick to the building and wiring regulations at all times except where it is judged to be impractical.
- When modifying or adding to a circuit it is assumed that it is in an adequate condition.
- If you supply any items we cannot guarantee they will work correctly & they may require additional labour/materials then included in your quote.
- Any electrical work carried out, may cause damage to the fabric of the building and decor.
- The work area must be clear on arrival and we will not decorate any damage which was required to be made to complete our work (unless agreed beforehand).
- We may refuse to undertake additional work which was not initially agreed to.
- Our work is guaranteed to be defect free for 12 months.
- You can pay by cash, card or bank transfer. Until paid, all goods remain our property.
- We may take photographs to assist our business activities.

### 1. Installation work

- Where practical all electrical work will be carried out in accordance with the wiring & building regulations which apply at the time of work being carried out. Departures from regulations are avoided and will be noted on your documentation if present.
- 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.
- If you are supplying any appliances, fittings, accessories etc they must be approved for use in the UK (British Standard) and be designed for the intended application. We do not take responsibility for their correct operation. Any additional labour, materials and/or accessories required to install items we have not supplied correctly will not be included in the quoted price unless stated.
- Cables where possible are concealed in ceiling voids and tucked away underfloor, however it is often the case that cables may be concealed by chasing a wall (cutting a channel out) which will likely cause damage to the decor and require repair which unless stated, would not be included in the quote. An alternative would be surface mounted trunking. If there is a preference on which method is used it should be made clear before installation work begins.
- Gaining access to existing wiring or installing new wiring may require the lifting of carpet/floor coverings and/or cutting access holes. An effort will be made to reduce/hide any decorative damage however unless stated repairing damage caused is not included in the quote.
- It may be necessary to turn the power off to the entire installation for a prolonged period of time, if this is likely to cause any issues it should be brought to our attention before work commences.
- An effort will be made to complete all installation works with as little damage as practical and to work in a clean and tidy manner.

### 2. Testing work:

- Most electrical tasks require testing using specialist equipment. For the tests to be carried out safely and properly it is likely power will need to be cut to the installation.
- Some minor damage may occur to decor when gaining access to or testing electrical equipment or installations, the quote (unless agreed beforehand) will not include the repair or replacement should this occur.

### 3. Exclusions (unless specified):

- Clearing and/or moving of furniture and other items blocking access to work areas.
- Builders work - creating holes larger than 50mm diameter, creating support structures, etc.
- Decoration, including but not limited to plastering and painting .
- Removal of waste materials (including packaging and excess cables, fittings etc).

#### 4. Extras and variations:

- We may refuse to carry out any extra work or different variations of the quoted work.
- Extras or variations may:
  - Incur additional costs
  - Take additional time to complete.

#### 5. Workmanship Guarantee:

- All electrical installation work carried out by 11:11 Electrical is guaranteed to be free from defects arising from improper installation or calculation for a period of twelve months from the invoice date.
- The guarantee will be void if there is any evidence of third party alteration or tampering.
- The guarantee does not cover accidental damage, wear and tear or improper use.
- Goods supplied by 11:11 Electrical are excluded from this guarantee.

#### 6. Payments:

- Full payments must be received by:
  - Cash, in person once work has been completed.
  - Card, in person once work has been completed.
  - Bank transfer within 7 days since work was completed.
- We may ask that you make a partial or full payment in advance of the completion of works.
- Late or failed payments may incur interest of 8% above the Bank of England rate and attract additional fees relating to compensation and debt recovery.
- Until full payment is received all items supplied by 11:11 Electrical remain the property of 11:11 Electrical.

#### 7. Complaints:

- All complaints should be raised with 11:11 Electrical as soon as possible with mediation being the preferred method of resolution.
- Withholding payment due to an ongoing complaint may incur interest and additional fees as per section 4.

#### 8. Privacy

- Your personal information will not be given to any other company or person unless they are being contracted by 11:11 Electrical or we are required to do so by law.
- We may take photographs and/or video relating to the work done, in progress and at the quotation stage for the purpose of our insurance and assisting with ongoing or planned work.
- We may use photographs and video taken at your property for the purpose of promoting our services and/or education.
- Photographs and videos where possible will not give away personal information, you can request that we do not use photographs or video taken at your property for promotional or education purposes at any time.