



TERMS AND CONDITIONS

1. Definitions

“The Company” refers to [WILLETT ELECTRICAL SERVICES LIMITED].

“The Customer” refers to the person requesting services.

“Works” refers to all electrical installation, repair, inspection, and related services provided.

2. Quotations and Estimates

2.1 All quotations are valid for 30 days unless otherwise stated.

2.2 Quotes are based on a visual inspection and may be subject to change if unforeseen issues arise.

2.3 Any additional work required will be discussed and agreed upon before proceeding.

3. Acceptance of Work

3.1 Acceptance of a quotation (written or verbal) forms a binding agreement.

3.2 The Customer confirms they are authorised to approve the work at the property.

4. Pricing and Payment Terms

4.1 Payment terms will be stated on the quotation or invoice.

4.2 Unless otherwise agreed, final payment is due upon the satisfactory completion of the Work.

4.3 The Company reserves the right to request a deposit prior to commencement.

5. Customer Responsibilities

5.1 The Customer must provide safe and clear access to the work area.

5.2 The Customer must inform the Company of any known hazards (e.g., asbestos, wiring faults).

5.3 The Customer is responsible for obtaining permissions (e.g., landlord, planning) where required.

6. Access and Delays

6.1 If the Company is unable to access the property at the agreed time, a call-out fee may apply.

6.2 The Company is not liable for delays caused by factors beyond its control (e.g., supplier delays, hidden defects).

7. Materials and Workmanship

7.1 All materials supplied will be of satisfactory quality and fit for purpose.

7.2 Work will be carried out with reasonable care and skill in accordance with current standards, including BS 7671

Wiring Regulations.

7.3 Certification will be provided where applicable.

8. Variations and Additional Work

8.1 Any variation to the agreed Works must be approved by the Customer.

8.2 Additional work will be charged accordingly.

9. Cancellation

9.1 The Customer has the right to cancel within 14 days of accepting the quotation under the Consumer Contracts

Regulations 2013.

9.2 If work has begun within this period at the Customer's request, reasonable costs will be charged for work completed.

10. Warranty and Guarantees

10.1 The Company guarantees workmanship for [12 months] from completion.

10.2 Manufacturer warranties apply to supplied materials.

10.3 The guarantee does not cover misuse, alterations by others, or normal wear and tear.

10.4 The Company's installations are covered by a 6 year platinum promise workmanship guarantee.

<http://www.niceic.com/find-a-contractor/platinum-promise>

11. Liability

11.1 The Company holds appropriate public liability insurance.

11.2 The Company shall not be liable for:

- Pre-existing faults or installations
- Consequential or indirect losses

11.3 Nothing in these terms excludes liability for death or personal injury caused by negligence.

12. Complaints and Escalation Procedure

12.1 The Company is committed to providing high-quality workmanship and customer service. If you are dissatisfied

for any reason, please notify us as soon as possible.

12.2 Stage 1 – Initial Complaint

Complaints should be made in writing (email or letter) within 14 days of the issue arising, including:

- Your name and address
- Details of the work carried out
- A clear description of the issue

We will acknowledge your complaint within 3 working days and aim to provide a full response within 7–14 working days.

12.3 Stage 2 – Investigation and Resolution

Where necessary, we may arrange a site visit to inspect the issue.

We will work with you to agree a fair resolution, which may include:

- Repairing or correcting the work
- Providing a partial or full refund where appropriate

12.4 Stage 3 – Escalation to Alternative Dispute Resolution (ADR)

If we are unable to resolve your complaint to your satisfaction, you may refer the matter to an independent dispute resolution service.

Alternative dispute resolution is provided in accordance with the Alternative Dispute Resolution for Consumer Disputes Regulations 2015.

12.5 Stage 4 – Legal Remedies

This complaints procedure does not affect your statutory rights. You may seek further advice or take legal action if necessary.

12.6 We aim to resolve all complaints in a timely, fair, and transparent manner.

13. Data Protection

13.1 Customer information will be handled in accordance with the UK GDPR.

13.2 Information will only be used for providing services and legal compliance.

14. Force Majeure

The Company shall not be held responsible for failure or delay due to events beyond reasonable control.

15. Governing Law

These Terms shall be governed by the laws of United Kingdom.

Company Details:

Willett Electrical Services Limited
410 Bradgate Road, Newtown Linford, Leics
01509 415436
info@willettelectrical.co.uk
Company Reg No. 11604280
NICEIC reg no: 610186000