



## Additional Information

- 1-hour minimum charge on our reactive rates.
- Payment must be made in full upon receipt of invoice.
- Repairs will be made if we have the parts or can source them locally. If not, we shall make safe and provide a quotation for a return visit.
- Material collection for items we do not keep on the vehicles will be kept to a minimum. If we feel the time required to collect materials is excessive, we shall order parts in and quote for a return visit to ensure you have the best value.
- Invoices are digital and show a full description of works.
- Fault finding shall be carried out if necessary. If we believe the required time to fault find shall exceed 2 hours, we shall notify you. We do our best to carry out fault finding as efficiently as possible but sometimes with intermittent faults we may have to return if necessary.
- Certificates and Reports are charged at the quoted reactive rate should any be required for the work undertaken.

### 1. PAYMENT

Deposit Required: 50% paid prior to agreed start date

Payment Terms: The balance to be paid in full upon practical completion of the work

Note: If the works take longer than 1 month from the start date, we shall invoice the amount of works completed within the month which applies each month the project may continue leaving the remaining balance to be invoiced as per the above.

Payment Methods: Our preferred payment method is an online bank transfer

We understand and we will exercise our statutory right to claim interest and compensation under the Late Payment Legislation if we are not paid according to agreed credit terms.

### 2. ACCEPTANCE

We hope that we have interpreted your requirements correctly. Please let us know if you require any alterations to the quotation so that we can provide a revised quote.

If you wish to accept this quotation, please can you respond through our portal or via email clearly stating you accept this quotation along with the quotation date and any further details you feel are required.

### 3. NOTICE OF THE RIGHT TO CANCEL

As part of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulation 2013 (if applicable)

You have the right to cancel this contract starting 14 days from the day this contract is made and shall have any deposits returned provided you have informed us in writing and do not meet either of the points below.

Where this contract has been started within the cancellation period, you have the right to cancel but will have to pay for all materials that have been purchased and labour that has been completed up to the time you inform us of your decision to cancel.

You shall lose your right to cancel the contract if the contract has been performed fully within the cancellation period such as purchase of materials.

### 4. LABOUR GUARANTEE AND PARTS WARRANTY

Labour is guaranteed for faulty workmanship for 12 months from the completion date of the work. Please use your invoice as the reference for the guarantee.

Any part of the work that we carried out that has been tampered, altered or added to by others or is used outside of its recommended guideline during the project or post completion shall not be covered by the GF Electrical Ltd Guarantee.

Existing parts of systems that were not supplied and installed by GF Electrical Ltd shall not be covered by the GF Electrical Ltd Guarantee.

Materials supplied by GF Electrical Ltd will be covered by the manufacturers' warranty.

Client supplied materials are not covered by GF Electrical Ltd.

For the avoidance of doubt, if materials fail whether or not they are supplied or specified by either GF Electrical Ltd or the Client, the cost to replace or repair any part of the system is not covered by the GF Electrical Ltd Labour Guarantee. In some circumstances the manufacturer of the product that failed may pay for our Labour to repair, but it shall be the Client's responsibility to pay our Labour fees and to claim from the manufacturer.

If you have any questions on Labour Guarantee and/or Parts Warranty, please contact us.



## 5. COMPLAINTS

We are confident you will be more than pleased with our service. However, in the event that you have a complaint, please email us and we shall handle your query. Please ensure you provide your details, job number and contact details for us to respond.

You are also welcome to use the same email to provide any praise for our team.

## 6. GENERAL

- *Working Hours*

The work shall be carried out in our normal working hours Monday to Friday 8am to 5pm not including bank holidays unless stated otherwise in the job details.

The work shall start at 8am on the agreed date unless an alternative time has been agreed by both parties.

An additional cost shall be charged if the working times cannot be met. The additional cost shall be our standard rates for your area. We can provide these to you if requested.

- *Client responsibilities*

It shall be your responsibility to provide access to all areas of work listed in the job details.

An additional cost shall be charged if the access cannot be met. The additional cost shall be our standard rates for your area. We can provide these to you if requested.

It shall be your responsibility to make the users of the system/building aware of the work being carried out outlined in the job details.

Some parts of the systems needed to be worked on may need to be isolated in order to complete the work. By accepting this quotation, you are agreeing for us to isolate as necessary without delay. It shall be your responsibility to make the users of the system/building aware of such isolations.

The Client must provide access to toilets, a water supply, a mains electricity supply, and waste water facility at the premises.

- *Making Good*

Some holes and chases may need to be made in the existing building fabric in order for the work to be carried out, listed in the job details. This includes flooring, ceilings, and walls. By accepting this quotation, you are accepting that we may need to make such holes or chases in the existing building fabric and that it is not the responsibility of GF Electrical Ltd to repair the building fabric.

Some removable parts of the building fabric and interior may need to be removed/lifted in order to carry out the work

outlined in the job details. By accepting this quotation, you are accepting that if we must remove such parts of the building fabric that it may not be put back exactly how it was before commencement of work and it is not the responsibility of GF Electrical Ltd to repair the building fabric.

It shall not be the responsibility of GF Electrical Ltd to make good any building decoration or fabric following any the work outlined in the job details unless stated.

- *Duty of Care*

This quotation is based on the visual survey or/and information provided to us. Should we find any part of the system/building that we are working on to be unsuitable, un-safe or that does not meet the current relevant British Standards or Building Regulations once started the work during the project period, we shall point this out to you and advise if any cost change is applicable to this contract. Should you wish not to continue with the contract at this point, we require you to cancel the contract as per section 4. Additional work shall be charged at our standard rates for your area. We can provide these to you if requested. Materials used for additional work shall be charged for.

- *Waste Material*

Unless agreed in writing between the parties, the Client will be responsible for the removal from site of all waste materials resulting from the Works.

Dust and debris may be produced as a result of the work listed in the job details. It shall not be the responsibility of GF Electrical Ltd to ensure the work area is completely clear of such dust and debris as it were before the start of the work. We shall make a reasonable effort to clear our work area.

- *Certification*

Any required certification to meet the relevant British Standard shall be issued after practical completion unless stated otherwise in the job details. This does not affect the payment terms in section 3 as payment is due upon practical completion and not once the certification has been provided.

- *Price Change*

The cost provided in this quotation can change in the event of any change to the terms and conditions listed in section 2 of this quotation.

Any works you require in addition to the work outlined in the job details shall be charged in addition to the cost provided in this quotation. Additional works shall be charged as per our standard rates for your area. We can provide these to you if requested. Materials used for additional work shall be charged for. The additional work terms and conditions reverts to our call out type of work.