



Terms And Conditions of Trading:

Payne Electrical Services Limited
Tel: 07762710540
Email: payne_electrical@hotmail.co.uk
Website www.payneelectrical.co.uk



1. Definitions:

In this Agreement, unless the context otherwise requires, the following definitions apply:

"The Company"	Payne Electrical Services Limited, company number 9853294
"The Client"	The person, company, charity or other legal entity engaging The Company
"Quotation/Quote"	The Company's work description, including the amount charged
"Estimate"	The Company's work description with an estimated cost, subject to change
"Site"	The work location
"This Agreement"	These Terms and Conditions of Trading
"Certificate"	Non-statutory inspection and test results per BS7671:2018 (2022)
"Works"	All electrical and other works by The Company or its sub-contractors

2. General

These terms apply to all contracts between the Company and the Customer.

- The Company may refuse or decline work.
- Agreed work will be undertaken by a Company Engineer.
- The Customer must provide clear access and a safe working environment.
- The Customer must obtain necessary permissions or consents.
- The Company is registered with NAPIT as a competent person scheme operator for Part P of the Building Regulations, allowing for the self-certification of domestic electrical work where applicable.

3. Quotations and Estimates

- Quotations are valid for 100 days.
- Quotations are based on Customer-provided information; changes may revise the quotation.

- Estimates are guideline prices, subject to change.
- The Company may charge for waste collection.

4. The Works

- The Company will execute the work with reasonable skill and care, adhering to the latest amendment of the BS 7671 wiring regulations.
- The Company is not liable for:
 - Damage arising from pre-existing faults or weaknesses in the Customer's property.
 - Making good any filling, plastering, or decorative work disrupted during cable installation. The Company will endeavour to minimize disruption, and can arrange for this additional work at the Customer's expense.
 - Removal of existing fixtures or fittings, unless specifically agreed in writing as part of the Works.

For projects such as house renovations:

- It is optimal to engage the Company at the earliest stage, following completion of the interior structure. Electrical work is typically among the first trades required, preceding plastering, joinery, decoration, and flooring/carpet installation.
- For projects lasting several days, such as a complete rewire, costs may be reduced if the Customer vacates the property. This minimizes daily disruption and the need for our engineers to reinstate the property each day.
- To facilitate efficient work, the Customer should also minimize furniture and obstructions to improve access to work areas, including floorboards and lofts.

The Company advises that:

- Carpets lifted for access to floorboards may not always be able to be returned to their original condition.
- Where the loft is boarded, it may not be possible to conceal cables beneath the boarding.

The Company will make reasonable efforts to complete the work within the agreed timeframe. However, it is not liable for delays caused by factors beyond its control, including, but not limited to: supplier delays, lack of access, or Customer-requested changes.

The Customer must:

- Ensure safe and uninterrupted Site access, including access to necessary utilities.
- Provide accurate information about the location of any hidden pipes, cables, or other hazards.

- The Customer is liable for any costs the Company incurs due to the Customer's failure to comply with these obligations.

Additional charges for work outside the initial Quotation must be agreed in writing as a contract variation.

4. Variations

- Changes or additions to the work, whether requested by the Customer or required due to unforeseen circumstances, must be agreed in writing and may incur additional charges.
- The Company will provide a written quotation for proposed variations, and no variation work will commence without the Customer's written agreement to the revised quotation.

5. Guarantee

- The Company guarantees its workmanship for 12 months from completion.
- The guarantee does not cover:
 - i. Damage from misuse or negligence.
 - ii. Wear and tear.
 - iii. Work by others.
 - iv. Defects in Customer-supplied materials.

Defects must be reported in writing within 30 days of discovery.

6. Liability

- The Company's liability is limited to rectifying defective workmanship.
- The Company is not liable for indirect or consequential losses, including lost earnings.
- The Company holds public liability insurance up to £2,000,000 and professional indemnity up to £250,000.

7. Termination

- The Contract may be terminated in writing by either party for breach of obligations by the other.
- The Company may terminate the Contract if the Customer fails to pay as agreed.

8. Complaints

- Complaints must be made in writing within 7 days of work completion. The Company will aim to respond within 7 days and resolve the issue to mutual satisfaction.

9. Payment conditions

Payment terms:

- For jobs under £1000: Payment is due upon work completion.
- For jobs over £1000: A 25% deposit is required before work commences, as detailed in the Quotation. Interim payments may be required, with the final balance due upon completion.
- The Quotation will specify the deposit and payment schedule.
- The Customer is liable for all agreed costs.
- Payment is due within thirty (30) days from the date of invoice receipt or issuance.
- A monthly interest charge of two percent (2%) will be applied to any outstanding balances after this period.
- The Company reserves the right to suspend all services until payment is received in full.
- The Company retains material ownership until full payment.
- The Customer must pay without deduction, absent a valid court order.

10. Payment Instructions

Payment is accepted by cash or bank transfer.

For BACS payments:

Name: Payne Electrical Services Limited
Account number: 54533428
Sort code: 60-83-71

Please use the invoice number as the payment reference.

These Terms and Conditions can also be found and downloaded at
<https://www.payneelectrical.co.uk/terms-and-conditions>