



## TERMS AND CONDITIONS

### Pricing & Payments:

- All estimates are valid for 7 days from the date issued.
- Estimated costs are assumed standard working hours between 08:00 hrs – 17:00 hrs. Any work required outside normal working hours will incur an additional cost or at the discretion of the company, we may be flexible in this arrangement.
- All estimates over the value of £250.00 will require a deposit payment of 25% of the estimated value. This will enable us to secure a date of works to be started and cover material costs. This will be payable upon acceptance of the estimate.
- Any estimates below £250.00 will need to be paid on the day of completion either by cash or card payment only. Invoices will not be sent for BACS transfer, but a receipt can be issued.
- Unless stated in writing, any balances remaining is to be paid on completion.
- Any Invoices overdue will incur a daily interest in each day that payment is late. The company will start legal proceedings without any notice.
- Any additional work not covered in the estimated cost will attract additional costs.
- Any materials bought specially will need to be paid for even if the work has been cancelled by the customer.
- Larger projects may require deposit before work and/or stage payments as stated in estimate. (If applicable)
- Where projects involve separate first and second fix works, part payment may be due on completion of first fix. (See estimate for more details)



#### Installation Work:

- All electrical installation work will comply with BS7671:2018 and any amendments in force at the time of the works. They will also comply with applicable Building Regulations in force at the time.
- All non-electrical work will be completed to the best of our ability.
- Electrical Installation, Minor Works certificates and Building Regulations notifications issued by DMO Electrical Ltd only cover those works installed by the Company.
- Where work is to extend or modify existing circuits, costs quoted assume existing circuits are safe and in adequate condition. Any works required to bring these circuits up to standard will be at additional cost.
- Although we will patch up any holes made on any installations, any chases to walls will be left unfilled and a third party will be required to rectify. Unless agreed prior, DMO Electrical Ltd can use our sub-contractor at their own rates.
- It may be applicable to lift carpet or floor coverings when conducting any alterations or new installations. Our best endeavours will be made to avoid any damage and we will refit to achieve an acceptable standard. A specialist may be required to achieve a satisfactory reinstatement.
- The company will adhere to undertake any work in a clean and professional manner. Any furniture or equipment liable to damage will need to be removed from the area of work prior to arrival. Additional vacuuming and cleaning should be expected after works have been completed.
- Although we will try our utmost to achieve a clean finish, under no circumstances will (the Company) be liable for any damage to existing or old materials. Any pre-existing holes that require widening will be done so at the best of our ability but cannot guarantee that the outcome will be satisfactory.
- Whilst we try to be as helpful as possible and will generally do some limited moving to create access, the clearing and/or moving of furniture and other items blocking access to work areas are not included within the estimate



- Removal from site and disposal of materials, general waste and packaging is not included and is the responsibility of the customer to dispose of. The Company may, at their discretion, remove old fittings and wiring for responsible disposal in accordance with WEEE Directive – please see our Waste Disposal Policy

#### Consumer Units:

- A full electrical test on current circuits is required prior to any consumer unit being changed. This is a legal requirement under Part P Building Regulations.
- Any issues or faults raised during the test that deem unsafe, will need to be rectified before any work is undertaken. Any costs for such work are not included and an estimate will be provided. It will also be brought to the customers attention as soon as it is practical.
- It is essential that earth bonding to Gas and water supplies are to be in place. It is common that old properties will not or have extraordinarily little protection and would need to be upgraded to current regulations.

#### Emergency work:

- Upon arrival any faults posing risk to life or property will be immediately isolated / made safe. Other authorities may be contacted if deemed necessary (i.e., Fire etc)
- All faults will be rectified as soon as possible. Where immediate repair is not possible due to materials being required, the installation will be left in a safe condition and the repair completed as soon as possible

#### Risk and Title of Goods:

- The risk in all goods supplied shall pass to the customer upon delivery.
- All goods supplied shall remain the property of the Company until all sums due have been paid in full.



#### Warranty:

- The Company warrants its installation work to be defect free for a period of 12 months from the Installation date. Cover does not extend to goods supplied by others, physical damage, or instances where the installation has been altered or tampered with by third parties. The warranty also excludes fair wear and tear, lamps, fuses or other consumables.
- Where projects involve works by third party trades, any damage to the electrical installation by third parties shall remain the responsibility of the customer. Any rectification costs must be paid by the customer prior to commencement of second fix. Recovery of such costs from any third party shall be the customers responsibility.

#### Misc:

- All job notifications must be confirmed in writing by email or mail. Verbal notification is acceptable to speed up response times for emergency & urgent work followed by email confirmation.
- Any sites outside 12 miles of NE9 may attract additional travel charges.
- A job sheet will be signed at each job.
- A copy of test sheets (where required) will be forwarded once payment has been made in full.
- External work may be postponed in case of bad weather.
- All prices are to include FOC use of electricity supply. Generators or other arrangements may be chargeable.



## WASTE DISPOSAL POLICY

### Waste Disposal Practices

DMO Electrical Limited complies with the relevant Acts for the region e.g., Sections 33 and 34 of the Environmental Protection Act 1990.

As a Business we: -

- Prevent the unauthorised or harmful disposal of its waste
- Prevent the unauthorised or harmful disposal of its waste by another person
- On the transfer of waste to secure-
- That the transfer is only to an authorised person or to a person for Authorised transport purposes; and
- That there is transferred such written description of the waste as will enable the other person to avoid the unauthorised or harmful disposal of the waste, and to comply with their duty of care

General

Please refer to our Terms and Conditions

All lamps will be disposed of in a responsible manner through a licenced waste broker as laid down in the WEEE directive. (Waste Electrical and Electronic Equipment)



## Limitation of liability

Nothing in these terms and conditions will:

- limit or exclude our or your liability for death or personal injury resulting from our or your negligence, as applicable;
- limit or exclude our or your liability for fraud or fraudulent misrepresentation; or
- limit or exclude any of our or your liabilities in any way that is not permitted under applicable law.
- We will not be liable to you in respect of any losses arising out of events beyond our reasonable control.

To the maximum extent permitted by law, DMO Electrical Limited accepts no liability for any of the following:

- any business losses, such as loss of profits, income, revenue, anticipated savings, business, contracts, goodwill or commercial opportunities;
- loss or corruption of any data, database or software;
- any special, indirect or consequential loss or damage.

## General

- You may not transfer any of your rights under these terms and conditions to any other person. We may transfer our rights under these terms and conditions where we reasonably believe your rights will not be affected.
- These terms and conditions may be varied by us from time to time. Such revised terms will apply to the Website from the date of publication. Users should check the terms and conditions regularly to ensure familiarity with the then current version.
- These terms and conditions together with the Privacy Policy and Cookies Policy contain the whole agreement between the parties relating to its subject matter and supersede all prior discussions, arrangements or agreements that might have taken place in relation to the terms and conditions.



- The Contracts (Rights of Third Parties) Act 1999 shall not apply to these terms and conditions and no third party will have any right to enforce or rely on any provision of these terms and conditions.
- If any court or competent authority finds that any provision of these terms and conditions (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision will, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of these terms and conditions will not be affected.
- Unless otherwise agreed, no delay, act or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy.
- This Agreement shall be governed by and interpreted according to the law of England and Wales and all disputes arising under the Agreement (including non-contractual disputes or claims) shall be subject to the exclusive jurisdiction of the English and Welsh courts.

#### DMO Electrical Limited details

DMO Electrical Limited is a company incorporated in England and Wales with registered number 14995084 whose registered address is c/o 54 Meadow Rise, Gateshead, NE96GE.

The company is not currently VAT registered.

You can contact DMO Electrical Limited by email on [dmoelectricaltd@outlook.com](mailto:dmoelectricaltd@outlook.com)