

## Business Plan – Terms and Conditions

### 1. Introduction

These Terms and Conditions govern the provision of the Business Plan by Proper Connection Ltd ("we", "us", or "our")

### 2. Services Provided

We offer electrical support services to business property owners as outlined under this plan on our website. These

### 3. Eligibility

Our plan is available to commercial property owners and authorised representatives within our service areas. Proo

### 4. Subscription and Payment

- Fees: Subscription fees are displayed on our website and may be subject to change with prior notice.
- Payment Terms: Payment is required monthly in advance via the agreed method. Failure to pay may result in ser
- Renewals: Plans will automatically renew each month unless cancelled in accordance with section 7.

### 5. Service Calls and Repairs

- Coverage: Services include routine electrical inspections, minor repairs, and other work depending on your select
- Exclusions: Major installations, upgrades, or services not covered by your plan will incur additional charges.
- Response Time: We aim to respond promptly, usually within [insert timeframe], but this may vary depending on d
- Discretion: All service requests are subject to our discretion. We reserve the right to decline or refuse any work fo

### 6. Customer Obligations

- Access: You must provide safe and reasonable access to the property so that our technicians can carry out their
- Maintenance: You are expected to maintain the property in a condition that allows for safe and effective service.

### 7. Cancellation and Termination

- Cancellation by You: You may cancel your plan at any time by giving [insert notice period] written notice.
- Termination by Us: We may terminate your plan without notice in cases of non-payment, misuse of services, or b

### 8. Liability and Disclaimer

- Limitation of Liability: Our liability for any claim shall be limited to the total amount you have paid under the plan in
- Disclaimer: While we aim to deliver high-quality service, we do not guarantee uninterrupted or fault-free service.

### 9. Amendments

We may update these Terms and Conditions from time to time. Any significant changes will be communicated via e

### 10. Governing Law

These Terms and Conditions are governed by the laws of England and Wales. Any disputes shall be resolved in th

### 11. Contact Information

Proper Connection Ltd

35 Grafton Way

London, England, W1T 5DB

Email: [insert email]

Phone: [insert number]

#### Plan Details

##### BRONZE PLAN:

- Engineers available 365 days of the year.
- 2 claims/call outs per year (Recalls are not included in this amount).
- No hidden excess fees.
- Every claim/call out covers your labour and materials cost (like-for-like replacement).
- Fault finding & Rectification – On-the-spot fixes. If the issue cannot be rectified on the spot, approval is required.

##### SILVER PLAN:

- Engineers available 365 days of the year.
- 4 claims/call outs per year.
- No hidden excess fees.
- Every claim/call out covers your labour and materials cost (like-for-like replacement).
- Fault finding & Rectification – On-the-spot fixes. If the issue cannot be rectified on the spot, approval is required.
- Visual inspection of your property – Walk-around visual inspection with a written report and recommendations.

##### GOLD PLAN:

- Engineers available 365 days of the year.

- 6 claims for 1 address.
- No hidden excess fees.
- Every claim/call out covers your labour and materials cost (like-for-like replacement).
- Fault finding & Rectification – On-the-spot fixes.
- Visual inspection of your property – Walk-around visual inspection with report and recommendations.
- EICR, inspection & testing up to 10 circuits.

#### PLATINUM PLAN:

- 6 claims between 2 addresses (Address can be changed once; an admin fee of £30+VAT will apply).
- No hidden excess fees.
- Every claim/call out covers your labour and materials cost (like-for-like replacement).
- Fault finding & Rectification – On-the-spot fixes, etc.
- Visual inspection of your property – Same as above.
- EICR, inspection & testing up to 10 circuits.
- Replacement fusebox – Approval required first.

#### NOTE:

If your property installation is over 25 years old, a full and thorough EICR will need to be conducted at a cost of £30