

Residential Plan – Terms and Conditions

1. Introduction

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

2. Services Provided

We offer electrical support services to homeowners as outlined under this plan on our website. These services are

3. Eligibility

Our plan is available to residential property owners and authorised landlords within our service areas. Proof of own

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