

Terms & Conditions

Last updated: September 2026



These Terms & Conditions ("Terms") govern the use of the website www.blueedgetechserve.com and the provision of services by BlueEdge Technical Services LLC ("BlueEdge", "we", "us" or "our").

By accessing our website, requesting a quotation, booking a service, accepting a quotation or making payment to BlueEdge, you acknowledge and agree to these Terms together with any quotation, scope of work, service agreement or Annual Maintenance Contract ("AMC") issued by BlueEdge.

1. Company Information

BlueEdge Technical Services LLC is a limited liability company registered in Dubai, United Arab Emirates.

Trade Licence No.: 1576541

Licensing Authority: Dubai Department of Economy and Tourism

Registered Address: Shop 135, BLD – Nad Al Hamar Real Estate, Dubai, United Arab Emirates

Contact Number: +971 52 516 0910

Email: info@blueedgetechserve.com

Website: www.blueedgetechserve.com

2. Services

BlueEdge provides technical, property maintenance, repair, refurbishment and related services, including plumbing and sanitary works, HVAC and air-quality services, electrical works, painting, carpentry, decorative finishes, glass and aluminium works, false ceilings and partitions, structural and demolition works, emergency maintenance and maintenance contracts.

The precise scope of each engagement will be as stated in the relevant quotation, work order, service agreement or AMC.

3. Quotations and Acceptance

Unless otherwise stated:

- quotations are valid for the period specified in the quotation;
- prices are based on the scope and information available at the time of quotation;
- additional works, variations, unforeseen conditions and works outside the agreed scope may be charged separately;
- work will commence subject to quotation acceptance, availability of personnel and materials, access to the property and receipt of any required advance payment; and
- VAT will be charged where applicable in accordance with UAE law.

Acceptance of a quotation electronically, in writing, by payment, or by instructing BlueEdge to proceed constitutes acceptance of the applicable quotation and these Terms.

4. Call-Outs and Inspections

Where a call-out, inspection or diagnostic charge applies, the customer will be advised before the service is confirmed where reasonably practicable.

An inspection or initial assessment does not guarantee that the issue can be repaired immediately. Where additional parts, specialist services or additional works are required, BlueEdge may provide a further quotation for customer approval.

5. Customer Responsibilities

The customer must provide BlueEdge with safe and reasonable access to the property and relevant equipment and disclose any known hazards, defects or restrictions that may affect the work.

The customer is responsible for obtaining landlord, building management, owners' association or other third-party approvals where required unless BlueEdge has expressly agreed in writing to obtain them.

6. Pricing and Payment

Prices and payment terms will be specified in the applicable quotation, invoice, service agreement or AMC.

Payments must be made using the payment methods authorised by BlueEdge. Where online payment facilities are provided, payment processing may be performed by an authorised third-party payment service provider.

BlueEdge may suspend or postpone work where an amount due remains unpaid, subject to applicable law and the relevant contractual terms.

7. Variations and Additional Works

Any work outside the agreed scope will constitute a variation.

Where practicable, BlueEdge will obtain customer approval before undertaking chargeable additional works. Emergency or safety-critical circumstances may require immediate action where reasonably necessary to prevent injury or further property damage, subject to applicable law.

8. Cancellation and Rescheduling

Customers should notify BlueEdge as soon as reasonably possible if a scheduled service needs to be cancelled or rescheduled.

Cancellation charges may apply where BlueEdge has already incurred costs, purchased customer-specific materials, mobilised personnel or commenced work.

Any cancellation charge will be reasonable and subject to the applicable quotation, contract and UAE consumer-protection requirements.

9. Refunds

Refunds and cancellations are governed by the BlueEdge **Refund & Cancellation Policy**, which forms part of these Terms.

Nothing in these Terms or the Refund & Cancellation Policy limits any mandatory consumer rights available under applicable UAE law.

10. Warranty

Unless otherwise expressly stated in the applicable quotation, contract or AMC, BlueEdge provides a **90-day workmanship warranty** for work executed by BlueEdge.

Manufacturer warranties applicable to equipment, components or materials supplied by BlueEdge will be passed on to the customer to the extent available and subject to the manufacturer's applicable warranty conditions.

The workmanship warranty does not cover damage or failure resulting from misuse, accidental damage, normal wear and tear, third-party interference, unauthorised modification or repair, pre-existing defects, failure of customer-supplied materials or equipment, or matters outside BlueEdge's reasonable control.

Where a quotation, contract or service expressly provides a longer warranty period, that longer period will apply to the relevant work.

11. Defective Services

If a customer believes that work performed by BlueEdge is defective, the customer should notify BlueEdge promptly and provide reasonable access for inspection.

Where BlueEdge determines that the issue is attributable to defective workmanship covered by the applicable warranty, BlueEdge will rectify the affected work without additional labour charge, subject to the applicable contract and UAE law.

This provision does not restrict any mandatory rights or remedies available to consumers under UAE law.

12. Materials and Equipment

Materials and equipment will be supplied as specified in the quotation. Where a specified product becomes unavailable, BlueEdge may propose an equivalent alternative for customer approval.

Manufacturer warranties remain subject to the manufacturer's terms and conditions.

13. Limitation of Liability

To the maximum extent permitted by applicable law, BlueEdge will not be liable for indirect, incidental or consequential losses arising from the use of the website or provision of services.

Nothing in these Terms excludes or limits liability where such exclusion or limitation is prohibited by UAE law, including any mandatory consumer rights.

14. Website Information

BlueEdge makes reasonable efforts to ensure that information published on its website is accurate and current. Website information is provided for general information and does not constitute a binding quotation or technical assessment unless expressly confirmed by BlueEdge in writing.

Images displayed on the website may be illustrative.

15. Intellectual Property

All website content, including BlueEdge's name, branding, logos, text, graphics, photographs, designs and other materials, is owned by or licensed to BlueEdge unless otherwise stated.

Such material may not be copied, reproduced, distributed or commercially exploited without prior written consent.

16. Personal Data

Personal information collected through the website or in connection with BlueEdge's services will be processed in accordance with our **Privacy Policy** and applicable UAE data-protection legislation.

17. Complaints

Customers may submit complaints or service concerns using:

Telephone: +971 52 516 0910

Email: info@blueedgetechserve.com

BlueEdge will endeavour to investigate and resolve complaints promptly and fairly.

18. Governing Law and Jurisdiction

These Terms and any transaction or service provided by BlueEdge are governed by the laws of the United Arab Emirates as applicable in the Emirate of Dubai.

Subject to any mandatory consumer-protection or dispute-resolution procedures, the courts of Dubai shall have jurisdiction over disputes arising from these Terms or the services provided by BlueEdge.

19. Amendments

BlueEdge may update these Terms from time to time to reflect changes to its services, business practices or applicable law. The version published on the website at the relevant time will apply, subject to any contractual rights already accrued.