

# Lightbulb Moments Services Limited

## Terms & Conditions

Company No: 15739660

VAT No: 492569249

Registered Office: 2 Mountside, Stanmore, Middlesex, HA7 2DT

Email: info@lightbulbmoments.uk

### 1. Introduction

These Terms and Conditions govern the agreement between Lightbulb Moments Services Limited ('we', 'us', or 'our') and you, the client ('you' or 'your'), regarding the provision of electrical and trade-related services. By using our services, you agree to these terms.

### 2. Our Services

- Electrical services – installation, repairs, maintenance, inspection and testing.
- Out-of-hours work – evening, weekend and bank holiday appointments.
- Trade Network – connecting clients with reliable and vetted tradespeople for non-electrical works.

### 3. Quotations & Pricing

- All quotations are valid for 30 days from the date issued.
- A quotation only becomes binding once confirmed in writing by both parties.
- All prices provided to domestic consumers include VAT where applicable.
- If material or labour costs change due to unforeseen circumstances, we reserve the right to adjust pricing accordingly. Any amendments will be discussed and agreed before proceeding.

### 4. Scheduling & Site Access

- We will arrange a suitable date and time for work.
- You must ensure safe and unrestricted access to the worksite.
- Delays caused by restricted access or unsafe conditions may lead to additional charges.

### 5. Payment Terms

- Payment terms will be outlined within your quotation, contract or invoice.
- We accept payment by bank transfer (BACS), debit card, credit card and cash unless otherwise agreed.
- A deposit of up to 50% may be required before work commences.
- Where advance payments or deposits exceeding £500 are requested, deposits will either be protected through staged payments, credit card protection where applicable, or limited to amounts in line with Which? Trusted Traders guidance.
- Final payment is due upon satisfactory completion of the works unless otherwise agreed in writing.
- For Business-to-Business and Commercial Contracts only, late payments may incur interest charges in line with the Late Payment of Commercial Debts (Interest) Act 1998.
- For Domestic Contracts only, in the event of any late or unpaid payments, interest will be charged at 3% per annum above the Bank of England Base Rate until the balance owing has been paid.

### 6. Changes & Additional Work

- Any changes to the agreed scope of works must be confirmed in writing.
- Additional work outside the original scope will be subject to a separate quotation and charge.

## **7. Warranty & Satisfaction Guarantee**

- We provide a 12-month guarantee on workmanship and supplied materials unless otherwise stated.
- This warranty excludes misuse, negligence, unauthorised modifications, electrical surges, water ingress or third-party interference.
- If you are not fully satisfied with our work, we will make reasonable efforts to resolve the issue promptly and professionally.

## **8. Customer Responsibilities**

- You must provide accurate information relating to your electrical installation or project.
- It is your responsibility to ensure all required permissions or approvals are obtained before work begins.
- Any known faults, hazards or compliance issues must be disclosed prior to commencement.

## **9. Health & Safety Compliance**

- We operate in accordance with current UK health and safety legislation.
- If site conditions present a risk to health and safety, we reserve the right to pause or refuse work until conditions are made safe.

## **10. Trade Network Disclaimer**

- We may recommend third-party tradespeople through our trade network.
- Any agreements or payments relating to third-party works remain strictly between the client and the third-party contractor.
- Lightbulb Moments Services Limited accepts no liability for works carried out by third-party contractors.

## **11. Cancellation & Termination**

- You may cancel scheduled work by providing at least 14 days' written notice where possible.
- If work has already commenced, you remain responsible for payment of completed works, materials ordered and any reasonable costs incurred up to the cancellation date.

## **12. Out-of-Hours Work**

- We offer evening, weekend and bank holiday appointments subject to availability.
- Out-of-hours works may be charged at an adjusted rate which will be agreed before commencement.

## **13. Complaints & Dispute Resolution**

- We aim to resolve any complaints or disputes amicably, professionally and promptly.
- In the event a resolution cannot be reached directly, customers may have access to Alternative Dispute Resolution (ADR) through the Which? Trusted Traders scheme where applicable.
- Matters may also be referred to mediation or arbitration where appropriate.

## **14. Governing Law**

- These Terms and Conditions are governed by the laws of England and Wales.
- Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.