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Service Policy

The below is Knox Electric's Standard Policies for Service. Please review. If the Owner/Client does not accept the conditions of any of the below policies, please let your Service Electrician know prior to the start of work.

1. Scope of Work

1.1 Service Call. If the Client has contacted Knox Electric for an issue that requires trouble shooting, (examples: tripping circuit breaker, light or receptacle not working) the services provided will follow the below, as indicated in Section 2.2 (A)-(C). Troubleshooting can not be quoted a flat fee as there are too many unforeseen conditions on a site unfamiliar to the Service Electrician. The customer may stop the Contractor at any point.

1.2 Time and Materials. The Client and the Contractor upon agreement of both parties may enter into a time and materials arrangement for labor in lieu of a estimated flat fee. Section 2.2(C) will apply to the cost of materials unless otherwise agreed upon by the Client and the Contractor.

1.3 Estimate. The Client and the Contractor upon agreement of both parties may enter into a flat fee arrangement for labor. Section 2.2(C) will apply to the cost of materials unless otherwise agreed upon by the Client and the Contractor.

2. Provided Services

2.1 Knox Electric shall conduct electrical inspection, troubleshooting and/or installations at the Client's Premise regarding the specific electrical issue which Knox Electric was contacted for. The Contractor will provide documentation of all noted issues which may be required to repair any necessary electrical fault and to restore the respective item back to working order.

2.2 Knox Electric shall be paid by the Client for:

(A) The Initial Service fee is \$225 for Residential Dwellings and \$275 for Commercial Facilities, which will cover the travel time to the Client's Premise and up to the first (2) hours the Contractor is on-site. The time begins at the time the Contractor arrives to the Client's Premise.

(B) Any time that exceeds the above mentioned Initial Service Fee the Contractor will invoice at the hourly rate of \$100 for Residential Dwellings and \$125 for Commercial Facilities. Increments of billing will be no less than 1 hour increments. The time stops when the Contractor has completed the work, cleaned up the Client's Premise in regards to work performed returned all tools and materials to the Contractor's vehicle and briefed the Client on the work performed.

(C). Materials. The Contractor will include materials in the final invoice pricing. The customer will be notified of an approximate cost of materials prior to procuring them to the best of the ability of the contractor. The contractor does not provide materials to the Client at the same cost at which it was procured. The cost of procurement is 1.5 X for Service Calls and Time and Material Agreements. The Contractor will remain on the clock during the time of material procurement. Estimates will have a mark up and cost of procurement factored into the final price proposed.

3. Excluded Services

3.1 The following set forth below shall not be included or covered in these services:

(A) Drywall repairs/Lath and Plaster. Any openings that need to be made during the course of the electrical service call or installation shall not be the responsibility of the contractor to repair and re-finish. The contractor will notify and receive permission from the client prior to cutting any drywall or lath and plaster. Any openings made by the contractor will be made in a workmanship like manner. Openings will be cut stud to stud and the removed drywall will be replaced. If the structure has lath and plaster it will be at the owner's risk that work is performed on it. Any openings in the lath and plaster will need to be repaired by a suitable professional other than the Contractor as needed. Plaster in older structures tends to be brittle. The Contractor shall not provide tape, mud, texture or paint to bring the surface back to the original condition.

(B) Stucco repairs. Any openings that need to be made during the course of the electrical service call or installation shall not be the responsibility of the contractor to repair and re-finish. The contractor will notify and receive permission from the client prior to removing any stucco. Any openings made by the contractor will be made in a workmanship like manner. The Contractor shall not provide stucco or paint to bring the surface back to the original condition.

(C) Framing, Blocking and Backing. The Electrical Contractor does not provide any additional framing, blocking or backing required for the mounting of any electrical components unless specifically noted in the estimate, proposal or contract.

(C) Non-Code Compliant Work. The contractor will not provide an installation or any part of an installation that is not code compliant with the current California Electrical Code. The Contractor is bound by the Code and will not install non-compliant conditions for the sake of ease, time or cost. All installations will be thoroughly explained to the Client.

(D) Non-electrical work. The Contractor does not perform work that does not fall under the normal responsibilities of an Electrical Contractor.

(E) Trash Removal. Contractor will clean the work area after the installation is complete, however a trash receptacle must be provided by the client for the disposal of trash. Contractor does not haul off trash or demo'd or removed components.

(F) Owner Specifications. If the client/owner has any specifications regarding the installation such as but not limited to specific types or brands of materials to be used, specific means and methods of the installation or specific elevation or horizontal hard dimensions of devices, fixtures or equipment, they must be acknowledged by the contractor in the estimate, proposal or contract. Any portion of the installation outside of the acknowledged Owner Specifications will be installed in a manner that is at the contractors discretion, so long as it is code compliant and adheres to the Manufacturer's Installation Instructions.

(G) Changes in work. If the client would like any part of the installation changed, such as moving a switch, light or outlet, after it has been installed, it is subject to an additional cost or change order, so long as it was installed per the above Section 3.1(F).

(H) Owner Furnished Items. If the Owner has indicated they will be furnishing items such as but not limited to light fixtures, equipment or other miscellaneous items and they have not been provided at the time of the scheduled installation, and causes an impact or delay in the installation, it will be subject to an additional cost or change order.

4. Warranty

4.1 Workmanship. The quality and workmanship of the installation is guaranteed for the period of 1 year. Any loose connections or faulty wiring installed by the contractor will be repaired by the contractor at no extra expense to the client.

4.2 Materials. Materials used will be per the Manufactures Warranty for fixtures and equipment. Electrical Contractor will not be responsible for the removal and replacement of the fixtures or equipment, unless it was determined that the Electrical Contractor did not follow the Manufacturer's Installation Instructions.

4.3 Owner Provided Materials. The Contractor offer no warranty on Owner provided materials, fixtures or equipment, however the workmanship described in 4.1 will apply to the connections made to the Owner Provided Materials.

4.4 Voiding of The Warranty. If it is found that the client has reconfigured, tampered with, overloaded or in any other way altered any portion of the installation during or after the installation the warranty will be voided. The electrical contractor must be given the opportunity to repair any potential issues prior to any other person, electrician/electrical contractor or entity. Failure to do so will void the warranty. In addition, if the issue is found to not be the Electrical Contractors fault the repair work will be billed to the client as laid out in Section 2.2.

5. Payment

5.1 Time of Payment. Payment is due immediately upon completion of the above noted Scope of Work in Section 1.

5.2 Payment Method. The Contractor only accepts the following payment methods:

- (A) Cash
- (B) Paypal
- (C) Venmo
- (D) Zelle
- (E) Credit Card (+ 3% processing fee)

5.3 Checks. It is at the sole discretion of the Contractor to accept checks as a form of payment. If the Contractor determines a check is acceptable the check must be made out to the Parent Company: San Diego Inspector of Record Services.

5.4 Failure to Pay. Failure to pay per the Terms and Conditions of this agreement will result in the Contractor putting a Lien on the property that the work was performed at, also herein referred to as the Client's Premise.

6. Termination

5.1 If there stands a breach or dispute between the Client and Contractor regarding the policy stated or generally regarding the services that are being provided, the Client or Contractor can cancel the service at anytime, however payment to the Contractor will be due immediately and be calculated per Section 2.2.

7. Acknowledgment

6.1 This Policy will be texted to the Client prior to the arrival of the Service Electrician. Please acknowledge the text that the policy has been received and read.