



EcoPanda Property Services Limited
41 Whitmore Road
Guildford, Surrey GU1 1QU
Tel : 07715 038694
Email Info@Ecopanda-ps.co.uk

Terms and Conditions – PAT Testing

1. Definitions

- "Client": Refers to the individual, company, or organization requesting PAT testing services.
- "Company": Refers to the PAT Testing service provider (EcoPanda Property Services Limited).
- "Services": Refers to the Portable Appliance Testing (PAT) and any related services provided by the Company.
- "Equipment": Refers to any electrical appliances or devices that require testing.
- "Report": Refers to the documentation provided by the Company following the completion of the PAT testing.

2. Scope of Services

The Company agrees to perform PAT testing on the Client's electrical appliances as per the agreed schedule and standards. The Services will include:

- Visual inspections of Equipment.
- Electrical testing of Equipment.
- Provision of a Report detailing the results of the tests and any recommendations for further action.

3. Booking and Scheduling

Bookings for PAT testing Services can be made via telephone, email, or through the booking form on the Company's website.

- The Company will provide the Client with a confirmation of the booking, including the scheduled date and time for the Services.
- The Client must ensure that all Equipment is accessible and available for testing at the scheduled time. Any delays caused by the Client may incur additional charges.

4. Client's Obligations

The Client must provide accurate information regarding the Equipment to be tested, including details on location, quantity, and type of appliances.

- The Client must ensure that the testing environment is safe for the Company's personnel to carry out the Services.
- The Client is responsible for ensuring that any faulty Equipment identified during testing is removed from service until repaired or replaced.

5. Pricing and Payment





EcoPanda Property Services Limited
41 Whitmore Road
Guildford, Surrey GU1 1QU
Tel : 07715 038694
Email Info@Ecopanda-ps.co.uk

Pricing for PAT testing Services will be agreed upon at the time of booking. Prices are based on the number and type of Equipment to be tested and any additional Services requested.

- The Company reserves the right to adjust pricing if additional Equipment or Services are required beyond the original agreement.
- Payment is due upon receipt of the invoice, unless otherwise agreed in writing. Invoices will be issued upon completion of the Services or as per any pre-agreed schedule.
- The Company reserves the right to charge interest at 4% above the base rate of the Bank of England on any overdue payments.

6. Cancellation and Rescheduling

- The Client may cancel or reschedule a booking with at least 24 hours' notice without incurring any fees.
- Cancellations made with less than 24 hours' notice may incur a cancellation fee of up to 50% of the agreed Service fee.
- If the Company is unable to perform the Services on the scheduled date due to circumstances beyond its control, it will reschedule the Services at a mutually agreed time without additional charges.

7. Limitation of Liability

- The Company shall not be liable for any indirect, incidental, or consequential damages, including loss of profits, arising out of or in connection with the provision of the Services.
- The Company's liability in respect of any claim for loss, damage, or expense arising out of or in connection with the Services shall not exceed the total amount paid by the Client for the specific Services in question.
- The Company is not responsible for the repair or replacement of any Equipment found to be faulty during the PAT testing process.

8. Report and Documentation

- The Company will provide a Report upon completion of the Services, detailing the results of the PAT testing.
- The Report will include a summary of the tests performed, the condition of each piece of Equipment, and any recommendations for further action.





EcoPanda Property Services Limited
41 Whitmore Road
Guildford, Surrey GU1 1QU
Tel : 07715 038694
Email Info@Ecopanda-ps.co.uk

- The Client is responsible for keeping the Report and any associated documentation safe and for ensuring compliance with any legal or regulatory obligations related to the Equipment.

9. Confidentiality

- The Company agrees to keep all information relating to the Client's Equipment and operations confidential and will not disclose such information to any third party without the Client's consent, except as required by law.

10. Intellectual Property

- All intellectual property rights in any Reports, documents, or other materials produced by the Company during the provision of the Services shall remain the property of the Company unless otherwise agreed in writing.

11. Governing Law and Jurisdiction

- These terms and conditions shall be governed by and construed in accordance with the laws of England and Wales.
- Any disputes arising from these terms and conditions shall be subject to the exclusive jurisdiction of the courts of England and Wales.

12. Amendments

- The Company reserves the right to amend these terms and conditions at any time. The Client will be notified of any changes prior to their next booking.

13. Complaints

- If the Client has any complaints regarding the Services, they should contact the Company in writing within 7 days of the issue arising.
- The Company will investigate the complaint and respond within 14 days. If the Client is not satisfied with the resolution, the matter may be escalated as per the Company's complaints procedure.