

Terms and Conditions.

INTRODUCTION: These are Wayre House Electrical Services Limited Terms & Conditions. They tell you, the rules for using our services, what you can expect from Wayre House Electrical Services Ltd, your rights and responsibilities

WHEN THESE TERMS APPLY : Please ensure you read these terms before using our services. By using our services, you are agreeing to these terms. You're also agreeing to our: Terms of Use, Privacy and Cookie policies. The latest version always applies, and we'll usually only make updates when we offer a new service, change how we provide a service, or have to comply with a new legal requirement.

WHAT DO WE MEAN BY "SERVICES": Anything offered by Wayre House Electrical Services Ltd, across all the trades we cover: Enquiries-Estimates-Project Work-Installations-Repairs-Emergency Call Outs-Servicing-Guarantees

TERMINOLOGY: For the purpose of these terms & conditions the following words have the following meanings: "Us/We/Our" refers to Wayre House Electrical Services Limited. "You" refers to you: the customer (the person or organisation for whom we agree to carry out work and/or supply or materials). "Tradesperson/tradespeople" refers to the representative(s) appointed by Wayre House Electrical Services Ltd to carry out work. We reserve the right to refuse or decline to undertake any work. We reserve the right, at our absolute discretion, to designate the tradesperson/tradespeople who will represent us.

CALL OUT AND CANCELLATION FEES: A call out fee (price on application) applies, which covers the initial call out and the following hour or part of that hour, then £45 plus VAT for each hour thereafter.

A cancellation fee will apply if the client fails to notify us within 24 hours of the appointment or if we are unable to gain access.

INVOICES AND PAYMENTS: Upon your agreement to our quotation we require a 25% deposit, followed by a further 50% upon commencement of work and a final payment of 25% upon completion. We reserve the right to request full payment in advance at our discretion. Wayre House Electrical Services Ltd reserves the right to accrue and charge interest on any part of an invoice which remains unpaid at a rate of 4% over the base rate until payment is received by us in full. You accept sole liability to make payment in full, unless you disclose when initially instructing us, to carry out work and/or supply materials that you are acting on behalf of a third party.

TIMEKEEPING: Where the date and/or time for work to be carried out is agreed, we will use reasonable endeavour to ensure that the tradesperson attend accordingly. We accept no liability in respect of the non-attendance or late-attendance on site of the tradesperson, or for the late or non-delivery of materials. We will not be liable for any delay, or for the consequences of any delay, in performing any of our obligations if such delay is due to any cause beyond our reasonable control, and we will be entitled to a reasonable extension of the time for performing such obligations.

CANCELLATION: If you need to cancel (or rearrange) your booking, you must notify us (preferably by telephone) by the end of the working day before the scheduled booking. Cancellations made further in advance should also be made by telephone, and you should request written confirmation from us, so that you are not liable to be charged. If you cancel your instructions more immediately prior to work being carried out, or materials being supplied, you will be liable for the cost of any time and materials incurred by us, together with the profit that would have been made by us, in accordance with the original instructions.

SATISFACTION: Wayre House Electrical Services Ltd are committed to providing professional, top quality service to every customer. If, after we have carried out the work, you are not wholly satisfied with our service(s) you must provide us with written notice within 12 months. You must allow us, and our insurers, the opportunity to both inspect and carry out remedial work where appropriate. If you fail to notify us, as outlined above, then we will not be liable in respect of any defects in the work carried out.

GUARANTEE: For your peace of mind, we provide a 12 month guarantee on labour carried out by a Wayre House Electrical Services Ltd tradesperson, in respect of faulty workmanship only. This is active from the date of completion of work, in addition to any manufacturer's warranty/warranties. The guarantee will become null & void if the work/appliance completed/supplied by us is, subject to misuse or negligence, repaired, modified or tampered with by anyone other than a Wayre House Electrical Services Ltd tradesperson. We will accept no liability for, or guarantee suitability, materials supplied by you & will accept no liability for any consequential damage or fault. We will not guarantee any work in respect of any work undertaken on instruction from you and against the written or verbal advice of the tradesperson. Work is only guaranteed in respect of work directly undertaken by us and full payment having been made. Any non-related faults arising from recommended work which has not been undertaken by us will not be guaranteed.

LIABILITY: We will only be liable for rectifying our own guaranteed work, and will not be held responsible for any ensuing damage or claims resulting from other work overlooked or subsequently requested and not undertaken at the time. We will not be held liable or responsible for any damage or defect resulting from work not fully guaranteed, or where recommended work has not been carried out. Work will not carry a guarantee where you have been notified by the tradesperson either verbally or in writing of our comments/recommendations. We shall not be held liable for any delay, or consequences of any delay, in performing our obligations if such a delay is due to any cause beyond our reasonable control and we shall be entitled to reasonable time extensions. We will be entitled to fully recover the costs or damages from any tradesperson whose negligence or faulty workmanship makes us liable to pay for those damages or rectification of work.

In circumstances where furniture/household items need to be moved, we will seek your permission. However we will not be held responsible for any damage incurred therein. Once permission has been given, any subsequent breakages/damage will be covered by the client's own insurance. Please also note that we are not responsible for any remedial repair/painting or redecorating as a result of replacing light fittings, sockets, rewiring etc.,

TITLE TO GOODS: Goods supplied and delivered by us to you, or your premises, shall remain our property until paid for by you in full. Whilst goods remain our property we have the absolute authority to: Retake, sell or otherwise deal with or dispose of all or any part of these goods. Enter any premises, at any time and without notice, in which goods or any part thereof is installed, stored or kept, or is reasonably believed so to be. Seek a court injunction to prevent you from selling, transferring or otherwise disposing of such goods. The risk in such goods will pass to you on delivery to you. You must insure them at replacement value, and if asked you must produce evidence that they are properly insured.

GENERAL: These terms and conditions may not be released, discharged, supplemented, interpreted, varied or modified in any manner except by an instrument in writing signed by a duly authorised representative and you. Our terms and conditions will prevail over any terms and conditions used by you or contained, set out or referred to in any documentation sent to us by you. By entering into a contract with us you agree irrevocably to waive the application of any of these terms and conditions. These terms and conditions, and all contracts awarded between us and you, shall be governed and construed in accordance with English Law and shall be subject to the exclusive jurisdiction of the English Law.