Please read these terms and conditions carefully – by employing the services of Signature Electrical Solutions Limited you accepted a contract with us and have agreed and understood the following terms and conditions.

1. GENERAL

1.1 For the purposes of the following terms and conditions are meaning are:

(a) “The Company”, “Our” or “We” shall mean Signature Electrical Solutions Limited.

(b) “The Customer” shall mean the person or organisation for which the Company agrees to carry out the works and/or materials with.

1.2 The Company reserves the right to refuse or decline work at its discretion.

1.3 Our Service agreements not legally binding until 48 hours before the agreed appointment. You may cancel your appointment at any time up to this point without incurring any charges. Cancellations made after this time may incur an administrative charge of £35.00 and may be liable for any expenditure for materials ordered.

1.4 If we are unable to fulfil your appointment, we shall not be liable for any costs. We will endeavour to the contact the customer in advance.

1.5 All prices shown on this site are in UK pounds and exclude VAT unless otherwise stated

1.6 Missed appointment may incur an administrative charge of £40.00. If you are unable to keep your appointment please contact us to re-book as soon as possible.

2. OUR SERVICES

2.1 We allocate 2 hour time slots from Monday to Saturday for your visit, between our office hours of 08:00am to 18:00pm. At times it may be necessary to re-schedule an appointment due to unforeseen factors. If so, we will attempt to contact The Customer to try to re-schedule another appointment as soon as reasonably possible at a mutually convenient time.

3. GUARANTEES AND WARRANTYS

3.1 The Guarantee shall be for labour only in respect of faulty workmanship is for 6 months from the date of completion. All general materials such as switches, sockets, lighting pendants and other domestic face plate accessories have a 3 month guarantee. The guarantee may become null & void if the work/materials supplied by the company is:

(a) Subject to misuse or negligence.

(b) If work or materials have therefore been modified, tampered or repaired by anyone other than a Company Operative. The Company offers no such guarantee on materials supplied by the Customer and will accept no liability for any consequential damage or fault.

3.2 Where the Company agrees to carry out works on installation of inferior quality or over 10 years old, no guarantee can be given and the Company accepts no liability in respect of the effectiveness of such works or otherwise.

3.3 Signature Electrical Solutions Limited is not responsible for the performance or suitability of any materials, parts or products purchased directly by the client.

3.4 If you ask us to visit you for a fault which is not covered by this warranty or is subsequently found to be due to user error, user damage or because of something that you have done to cause the problem, our standard charges will be applied

4. QUOTATIONS

4.1 The agreed final quote represents a written contract for the exact work to be completed.

Any agreement made verbally is not covered by the contract unless it has been written into the agreement.

(a) The agreement is made between Signature Electrical Solutions Limited and the customer.

(b) The customer is identified as the name on the quotation.

(c) Once agreed the client is liable for the full price of the quote.

4.2 All quotations written by Signature Electrical Solutions Limited for the client represent the requests of the client. We will not be held liable for any works that is not included in the written quote.

4.3 All written quotation from the Company is valid for 3 months from date of issue.

4.4 All quotations are non-obligatory.

4.5 All quotation over the potential value of £250.00 is free of charge

4.6 All quotations under the value of £250.00 will incur a £40.00 plus vat call out and administration charge. However if the quotation is accepted and works proceed, then the quotation charge will be refunded from the final invoice cost.

4.7 All materials supplied by us will be that of high quality and plain white plastic. Any other materials can be ordered at special request by the Customer. We will endeavour to do our best in matching any existing décor, however on the odd occasion where that request may not be achievable the the customer will be notified and consulted.

4.8 All quotation and estimates are subject to revision if there are any changes to the nature or extent of the requested work. This may apply to both labour and materials. However the quotation will not be amended without The Customer consent.

4.9 All labour charges are quoted in man hours. It may be that by employing extra resources we can finish a task more quickly than estimated. In that case the price of the quote will still remain the same.

5. DEPOSITS

5.1 A deposit is required to cover material expenses on all quotations that exceed £500.00.

5.2 Deposits are refundable at the discretion of Signature Electrical Solutions Limited.

6. COMPLAINTS & DAMAGE

6.1 Customer Satisfaction: If the Customer is not wholly satisfied with the works then the Customer shall give notice in writing within 48 hours to the Company and shall allow the Company, and it’s insures, the opportunity of both inspecting such work and allowing any remedial work to be carried out. The Customer accepts if they fail to notify the Company as aforesaid then the Company shall not be liable in respect of any defects in the work is carried out.

6.2 Signature Electrical Solutions Limited reserve the right to refuse any favours that may be deemed out of our scope of expertise, unacceptable or against Health & Safety. However, we accept No liability for favour that are ask at the request of The Customer.

6.3 It is the responsibility of the client:

(a) To remove valuable and/or fragile items from the areas to be decorated.

(b) To remove pictures and other wall-hanging features.

(c) To remove any portable electrical goods.

6.4 Signature Electrical Solutions Limited will take every possible precaution to ensure that any valuables left in the work area are carefully and thoroughly covered and/or masked. However, on the rare occasion of overspill or dust getting past these precautions, we will endeavour to ensure that it is satisfactorily cleaned.

6.5 In the event of complaints including breakages and damages, Signature Electrical Solutions Limited will notify the client immediately and aim to solve the situation. The Customer must notify Signature Electrical Solutions Limited, in writing within 48 hours of any complaints.

6.6 We will treat all complaints with urgency and in a discreet manner. All complaints will be logged for future reference and we will strive to keep The Customer updated and informed throughout the whole procedure.

6.7 All Written complaints can be send to Signature Electrical Solutions Limited, 1 Marybrook Street, Berkeley, South Gloucestershire, GL13 9AA. After receiving your written complaint, the Complaints Department will undertake a full investigation, the result of which will be communicated to you in writing, within 14 days of us receiving your letter. We kindly ask that the customer provides as much details regarding their complaint as possible which should include dates, location address, invoice numbers and the engineer’s details.

7. ON COMPLETION

7.1 The onus is on the customer to be available on the last day of the signed agreement for consultation, final snagging and final signing-off. In the event that the client is unavailable, unless otherwise agreed, the customer accepts that the project has been completed to their satisfaction.

7.2 On completion any certification will be signed and handed over to the customer, unless an alternative arrangement has been made, and then the outstanding balance must be paid in full.

7.3 The customer agrees that all works is complete when the items on the quotation/sign agreement have been completed.

7. PAYMENT & CHARGES

8.1 Hourly/Day rates that are charge to the Customer are in accordance to the agreed Service rates as list. All hourly/day rates are subjected to current V.A.T rate.

8.2 All materials supplied to Customer from the Company shall not exceed the agreed percentage of this service agreement.

8.3 Collection of non-stocked materials is chargeable but:

(a) Shall not exceed a time limit of 30 minutes.

(b) The Customer must be kept informed whenever possible.

(c) If the collection of materials is likely to exceed the 1 hour time limit, the Customer must be notified and a compromise must be reached

(d)The Customer will bear no charge if the highlighted materials should normally be in stock.

8.4 We accept card payments by Visa, Visa Debit, MasterCard, and Maestro. We also accept payment by cheque and in cash. All prices shown on this site are in UK pounds and exclude VAT unless otherwise stated.

8.5 A surcharge of 2.5% will be levied for any payments made on credit card – this fee is not retained by us but to the credit card issuing company.

8.6 All payments or payment schedules must be agreed in principle by Signature Electrical Solutions Limited.

8.7 All invoices shall be paid in full by credit card, cheque or cash to the engineer. Failure to do so may incur an admin charge of £15.00. Limited companies and PLC must pay invoice in full within 14 days upon receipt of invoice.

8.8 Any part of the invoice unpaid will incur a non-payment penalty of £15.00 per month until the invoice is settled in full.

8.9 Title to any goods, supplied by the Company to the Customer shall not pass to the customer but shall be retained by the Customer until payment in full for such goods has been made by the Customer to the Company.

8.10 Until such time as title in such goods has passed to the Customer:

(a) The Company or any agents acting on behalf of the Company shall have absolute authority to repossess, sell or otherwise deal with or dispose of all or any part of such goods in which title remains vested in the Company

(b) For the purpose specified in (a), the Company or any agents acting on behalf of the Company shall be entitled at any time & without notice to enter any premises in which goods or any part is therefore installed, stored or kept or is reasonably believed so to be.

(c) The Company shall be entitled to seek a court injunction to prevent the Customer from selling, transferring or disposing of such goods.

7. CANCELLATION POLICIES

9.1 Signature Electrical Solutions Limited reserves the right to terminate any signed agreement or project at any time.

9.2 Signature Electrical Solutions Limited will not tolerate any aggressive behaviour, rude behaviour, racism, nationalism, sexism, homophobia or ageism directed towards any of its staff or contractors. As a result we will exercise our right to terminate any signed agreement or project.

9.3 Signature Electrical Solutions Limited reserve the right to amend these Terms & Conditions from time to time without notice and at our discretion. It is your responsibility periodically to review this page for updates to these Terms & Conditions, which shall come into effect once posted. Your continued use of the Site will be deemed acceptance of these Terms & Conditions, including our Privacy Statement.

It is the responsibility of the client to make themselves aware of the Terms and Conditions.