

Terms and Conditions

1. Installation Work

- (a) All electrical installation work will comply with BS7671:2022. Any deviations (if applicable) shall be clearly stated on the issued electrical certificates on completion.
- (b) All electrical installation work will comply with applicable Building Regulations in force at the time of the works.
- (c) Electrical Installation, Minor Works certificates and Building Regulations notifications issued by Helix Electrical Limited cover only those works carried out by Helix Electrical Limited.
- (d) Where work is to extend or modify existing circuits, Estimates assume existing circuits are safe and in adequate condition. Any works required to bring these circuits up to a safe for continued use condition shall be at an additional cost.
- (e) No addition or alteration will be carried out to rubber insulated cables
- (f) Where carpet or floor coverings require lifting, reasonable endeavours shall be made to avoid damage and to refit to a reasonable standard. No warranty is provided to carpets and their refitting.
- (g) Unless agreed beforehand, chases to walls, etc. will be left un-filled. All final filling, skim coat plaster and final decoration is excluded.
- (h) Helix Electrical Limited will endeavour to undertake installation work to a clean standard. However, some additional vacuuming and cleaning down of surfaces by clients shall be required..
- (i) Any equipment susceptible to damage from dust (e.g. video, gaming or computer equipment) must be removed from the work area prior to our arrival on site.

2. New Consumer Units

- (a) Where works include the installation of a new consumer unit as a replacement for an old consumer unit (fuse board), under Part P Building Regulations it is a requirement that the whole installation be tested to ensure it is safe to connect to the new unit. Where it is agreed to change a consumer unit without first completing an Electrical Installation Condition Report (EICR), the cost for this testing has been included in the installation cost.
- (b) Any faults found during the above (2a) testing which are considered unsafe, must be rectified prior to that circuit being reconnected to any new consumer unit. Any costs for such work shall be in addition to any previously Estimate price given. Such issues will be brought to the customer's attention as soon as is practical during works.

3. Exclusions

- (a) The clearing and or moving of furniture and household fixtures and fittings and other items blocking access to work areas are not included within the Estimate. Whilst we try to be as helpful as possible, we will only perform limited moving of

furniture and household fixtures and fittings to create access and will not be liable for damage to such items caused during the moving.

(b) We will try to ensure that electrical items are plugged back in before we leave the premises, however, we will not be held responsible for any losses due to any electrical item not being plugged back in and or switched on.

(c) Helix Electrical Limited is a licenced waste carrier, registration CBDL355390. Recyclable materials from supplied goods such as cardboard packaging and waste copper will be removed from site for environmentally sound disposal. Non-recyclable waste or any waste not licenced under the terms of the Waste Carrier Licence will be bagged and left on site for responsible disposal by the customer.

4. Staged Works Definitions

(a) First Fix: Positioning and securing of accessory boxes. Preparation and positioning of cables.

(b) Second Fix: Termination of conductors to accessories and protective devices. Certification and commissioning.

5. Pricing

(a) Unless stated otherwise, the costs Estimated assume standard working hours between 08:00hrs – 17:00hrs Monday to Friday inclusive excluding public holidays. Work required by the customer outside of these hours may attract a premium rate which will be agreed with the customer ahead of works commencing.

(b) Estimated costs assume continuous and unhindered access to the site by prior arrangement with the customer. In the event working hours are reduced due to customer action causing us to make additional visits to site, Helix Electrical Limited reserve the right to charge for these additional visits.

(c) In the event a customer has asked for a breakdown of the works into component parts the estimated costs of each component will take into consideration an overlap of workings and the efficient use of our team. These component Estimates will only be applicable if the entire works are carried out in the time period agreed. Where a Customer decides to only carry out partial works or decides to split the work over a different time period a new Estimate shall be necessary and will be provided.

(d) The Estimate is based on a survey which is non-destructive and non-intrusive. As such and unless stated otherwise, the costs given will be made on the assumption a source of power and feed is present for any installations. In the event we discover this not to be the case we will advise the customer. Additional work to trace and supply a power feed will be charged as an extra.

(e) Where works comprise the changing of switches and sockets, we will detail those fixtures visible during the survey. Helix Electrical Limited will not be responsible or liable for switches and sockets which are later found following the moving of furniture or those which the customer failed to identify during the site survey. We will try to accommodate the additional replacements required but these will be charged in addition to the Estimate and may need to be carried out at a later stage if such items require ordering.

(f) The cost of any additional labour and materials not covered in the Estimate shall be added to the total and charged as per the payment schedule advised at the time of the initial Estimate.

(g) An Estimate will give an indication only of the typical cost of works and will not form any basis of a fixed price contract between Helix Electrical Limited and the customer.

(h) Our standard hourly rate for time and materials engagements is £48.00+VAT. Helix Electrical may vary this rate from time to time without notice.

(i) Estimates are valid for **30 days** from the date of issue.

(j) Estimates will say clearly if subject to VAT and this will be payable by the customer at the prevailing rate.

6. Risk and Title of Goods

(a) The risk in all goods supplied shall pass to the customer upon delivery.

(b) All goods supplied shall remain the property of Helix Electrical Limited until all sums due have been paid in full.

7. Warranty

(a) Helix Electrical Limited warrants its installation work to be defect free for a period of twelve months (12) from the invoice date. Cover does not extend to goods supplied by other trades, the customer or in case of physical damage, wilful misuse or instances where the installation has been altered or tampered with by third parties.

(b) This warranty excludes fair wear and tear to electrical accessories and fixed wiring. Lamps, fuses and consumables are excluded from this warranty.

(c) Where projects involve works by third party trades, any damage to the electrical installation by third parties shall remain the responsibility of the customer. Any rectification costs must be paid by the customer prior to commencement of second fix. Recovery of such costs from any third party shall be the customer's responsibility.

(d) As a member of NAPIT, and in addition to the Helix Electrical Limited warranty, customers will also benefit from the NAPIT Work Quality Guarantee. The NAPIT Work Quality Guarantee ensures that work completed by our members, within the scope of their registration, complies with the Building Regulations. If you are unsure about the quality or suitability of the work carried out by your tradesperson you should in the first instance attempt to resolve the issue with them. If the issue cannot be resolved with your tradesperson please contact NAPIT Customer Services for guidance. If you wish to make an official complaint you will be required to complete our Complaints Form. Further details relating to complaints can be found on the NAPIT website. (NAPIT Terms and conditions apply)

(e) Where security alarms are installed, these will be fitted with a tamper seal on the main panel. The warranty is void if this is broken. The request for the engineer code will also invalidate and void any warranty.

(f) Where fire alarms are installed, the warranty is only valid if the system is maintained by a competent person and in accordance with the recommendations within BS 5839.

8. Payment

(a) An invoice will be issued on completion of works. Payment is due immediately except where specifically agreed beforehand in writing.

(b) Larger projects or projects involving a separate first and second fix will require staged payments comprising a deposit, interim payments, and final payment on completion of all works. If the completion of first or second fix is delayed by more than 14 calendar days Helix Electrical Limited reserve the right to invoice for works completed to that point and will pro-rata the invoice accordingly. If applicable, staged payments will be advised as part of the Estimate.

(c) Payment is accepted by bank transfer or cheque. Card payments are to be accepted through a third party (PayPal) using the links provided in the e-invoice. Cash is not accepted.

(d) In the event of any non-payment Helix Electrical Limited reserve the right to withhold any certificates for work carried out until such payments are made.

9. Cancellation

(a) A minimum 5 days notice is required for cancellation of works.

(b) In the event cancellation is made with less than 5 days notice, Helix Electrical Limited will deem this to be a Short Notice Cancellation and has the right to charge in full for the labour component of cancelled works.

(c) In the event our engineers arrive on site at the agreed time slot and are unable to gain access, Helix Electrical Limited will consider this a Short Notice Cancellation and will charge as per clause 9(b) above.

(d) Helix Electrical Limited will try to return all unused materials to the Wholesaler or Supplier at no cost to the customer in the event of a cancellation. Helix Electrical Limited reserves the right to charge any restocking fee which may be imposed on the return of these goods. Certain 'special order' non-standard items will be non-returnable and will be charged in full to the customer and delivered on payment.

10. Complaints

(a) our complaints process is set out on our web site at <https://helixelectrical.net/complaints>

(b) Should you not be satisfied with the resolution we agree. You can alternatively raise with NAPIT at complaints about scheme members (napit.org.uk)

11. Images taken of our work

(a) Helix Electrical Limited may from time to time collect images of their work on electronic devices for the purpose of evidence of work and for promotion of our business.

- (b) The copyright of images that Helix Electrical Limited collect shall remain the property of Helix Electrical Limited.
- (c) Helix Electrical Limited shall not collect images of individuals and or personal identifiable information.
- (d) Should any customer not wish for images collected whilst on their premises to be used for promotion purposes they should inform Helix Electrical Limited in writing prior to commencement of works.
- (e) Should a customer withdraw their consent in writing after images have been used for promotion. Helix Electrical Limited will use reasonable endeavours to remove such images where possible within a reasonable period of time.

12. English Law

- (a) This Contract shall in all respects be construed and operate as an English contract and in conformity with English Law.
- (b) The customer acknowledges that without prejudice to liability for fraudulent misrepresentation, this document contains the entire terms of the Agreement and supersedes all prior oral or written communications. No variation of the terms shall have effect unless agreed in writing by Helix Electrical Limited and the customer. These terms shall not be replaced by any terms proposed by the customer.
- (c) These terms and conditions and any associated policies may be updated at any time and without notice unless the alteration specifically affects work in progress.

For avoidance of doubt, where the phrase "quote" or "quotation" is used, this is interchangeable with "estimate" or "estimation". Where a quote means a given and agreed fixed price for works or services to be performed and an estimate is an approximate price that may change for work or services to be performed.