

These terms and conditions outline the rules and regulations for doing business with Curious Electrics Ltd (registered number: 16539436)

By accepting a quotation received from Curious Electrics Ltd, you agree to have read and accepted the terms and conditions stated in this document (6 pages). These terms and conditions shall be governed by and construed in accordance with the laws of the United Kingdom

### **1. Electrical Installation Work:**

- a. All electrical installation work will comply with regulations contained in BS7671:2018 and any amendments in force at the time of the works.
- b. All electrical installation work will comply with applicable Building Regulations in force at the time of the works.
- c. Electrical Installation and Minor Works certificates, Building Regulations notifications and any other documentation issued by Curious Electrics Ltd cover only those works undertaken by Curious Electrics Ltd
- d. Where work is to extend or modify existing circuits, costs quoted assume existing circuits are safe and in adequate condition. Any works required to bring these circuits up to standard will be at additional cost.
- e. No addition or alteration will be carried out to rubber insulated (VIR) or lead sheathed cables.
- f. Where carpet or floor coverings require lifting, best endeavours will be made to avoid damage and to refit to an acceptable standard. However, it may be wise to hire a specialist fitter to ensure a completely satisfactory removal and reinstallation.
- g. Unless agreed beforehand, chases to walls, etc. will be left unfilled. Final finishing of skim coat plaster and final decoration is excluded.
- h. We will endeavour to undertake installation work to a clean standard. However, some additional vacuuming and cleaning down of surfaces should be expected afterwards. Any equipment susceptible to damage from dust (e.g. video or computer equipment) must be removed from the work area prior to Curious Electrics Ltd's arrival.
- i. In the event the works are not completed on time due to unforeseen circumstances on the customer's side, and/or delays by other trades, payment may be requested for the works carried out up to the date in question, and any additional time and materials required will be at an additional cost.

### **2. New Consumer Units:**

- a) Installation of new consumer units (fuse board) is subject to a pre-work survey of the whole installation to ensure current wiring and circuits meet regulations and are deemed to be adequate to be connected to a new consumer unit. The pre-work survey charge must be paid for in full, even in the event of being unable to replace the customer's consumer unit. Any defects or issues preventing the replacement of the customer's

consumer unit will be discussed with the customer and an estimate for repairs will be provided before the replacement of the consumer unit takes place.

- b) It may be necessary to upgrade or install new main services bonding to water, gas, or oil supplies to ensure the electrical installation is safe before any work commences. This is especially common on properties built during or prior to the early 1970s. These are at additional cost unless agreed otherwise beforehand.
- c) The power to your property will be disconnected whilst a pre-work survey or consumer unit replacement is being carried out. We will do our utmost to ensure the power is reinstated as quickly as possible but in certain rare occasions the power may not be reinstated if the installation is deemed to be dangerous to re-energise, and an Electrical Danger Notification will be issued. Curious Electrics Ltd accepts no responsibility to any losses occurred due to the power being disconnected.

### **3. Pre-Work Survey / Consumer Unit Replacement:**

- a) We must have full access to the consumer unit (fuse board); any obstructions must be removed prior to the survey or replacement.
- b) We must be informed of the board location prior to our visit to ascertain whether we will need ladders or specialist access equipment.
- c) PAYG meters must have enough credit for us to conduct all works.
- d) Any damaged fixed fittings must be identified prior to the survey; broken light switches, cracked sockets etc. must be replaced at additional cost before works can be carried out.
- e) All sensitive equipment must be unplugged prior and during the survey or replacement.
- f) It is assumed the consumer unit (fuse board) is marked up correctly; all relevant circuits must be identified to enable us to carry out the inspection within the estimated time and cost. Any issues with identification of circuits may result in additional costs.
- g) If at any point we believe the installation or site to be unsafe for us to continue with our work we will stop working immediately and discuss with the customer the remedial action required to enable us to continue. Our minimum charge will be payable for attendance and any materials used will also be charged for.

### **4. Exclusions:**

- a) Whilst we will try to be as helpful as possible and will generally undertake limited moving of items to create access, the clearing and/or moving of furniture and other large items blocking access to work areas are not included within the quote. If we are unable to proceed with a job due to access restrictions our minimum charge will be payable for attendance.



- b) Whilst we will try and ensure that electrical items are plugged back in and in working order before we leave the premises, we will not be held responsible for any losses due to any electrical item not being plugged back in and/or switched on.
- c) The removal from site and disposal of small quantities of rubble, materials, general waste and packaging is included, and will be recycled.

## **5. Pricing:**

- a) Our prices assume continuous and unhindered access to the site by prior arrangement with the customer.
- b) Fixed price quotations will be given whenever possible, and will be based on the requirements received from the customer. If it is not possible to give a fixed quote, an estimate of cost will be given which may be subject to change. If the requirements change, a further quotation will be provided for the customer to agree to.
- c) All quotations are based on the average time taken to perform a task under general conditions. If during a site survey or work it is identified that an exceptional issue means that a task will take considerably longer, this will be raised with the customer and an additional charge may be agreed.
- d) Each day of work will attract a “daily fee” equal to the cost of one hour of work, irrespective of the time at the customer site that day. This will be included in the quotation, and allows for travel to/from the customer site and any visits to suppliers for materials.
- e) Unless stated otherwise, the costs given assume standard working hours between 09:00hrs - 17:00hrs Monday to Friday. Work required by the customer outside these hours may attract premium rates although we will try and be flexible.
- f) Additional work not covered in the agreed quotation will attract an additional charge for both time and materials.
- g) Quotations are valid for 14 days from the date of issue.
- h) Upon accepting our quotation, you are accepting these terms and conditions.

## **6. Customer Site Parking Costs**

- a. Our prices do not include the costs of parking at the customers site of work
- b. The customer should make prior arrangements for the parking of Curious Electrics Ltd employee vehicle(s) so to not to incur parking fines. All subsequent parking fines will be invoiced to the client without mark-up.

## **7. 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 Curious Electrics Ltd until all sums due have been paid in full.

**8. Warranty:**

- a) Curious Electrics Ltd warrants its installation work to be defect free for a period of twelve months from the invoice date. Cover does not extend to goods supplied by others, physical damage, wilful misuse, or instances where the installation has been altered or tampered with by third parties. The warranty also excludes fair wear and tear, lamps (bulbs), fuses or other consumables. Our work is regularly inspected for workmanship and that it conforms to the regulations.
- b) 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 further work. Recovery of such costs from any third party shall be the customers responsibility.

This does not impact your legal rights as outlined in the Consumer Rights Act or any other relevant legislation.

**9. Liability**

- a) Workmanship and Care: We will perform all work with reasonable skill and care in accordance with industry standards.
- b) Limitation of Liability:
  - I. Curious Electrics Ltd shall not be liable for any indirect, incidental, special, or consequential damages including, but not limited to, loss of profits, revenue, or data arising out of or in connection with our services.
  - II. Our total liability to you shall not exceed the total fee paid for the services provided, except as required by applicable law.
- c) Exclusions:
  - I. We are not liable for damages or defects resulting from work not undertaken by us or from misuse of products installed by us.
  - II. Liability does not cover pre-existing faults or damage at the work site or subsequent faults caused after the work has been completed.
- d) Customer Property: We shall not be responsible for damage to customer property unless such damage is caused by our negligence. Customers are advised to remove or protect items in the work area.
- e) Insurance: We carry public (up to £2m) and professional liability insurance (Up to £100k) to cover any accidents or damage caused by our work, surpassing standard minimum requirements.
- f) Force Majeure: We are not liable for any delay or failure in performance caused by circumstances beyond our reasonable control, including acts of God, war, natural disasters, or strikes.



- g) Legal Compliance: We comply with all relevant safety and electrical codes but are not liable for any illegal configurations or installations unknown to us at the site.

**10. Payment:**

- a) Payment in full must be made on satisfactory completion of the specified works to Curious Electrics Ltd. This payment is due before we leave the customer site on the final day of work.
- b) All work requires a deposit of 50% of the total cost to secure materials, and a date and time for the work to be undertaken. Curious Electrics Ltd will retain an amount that reflects our reasonable losses in the event of a cancellation.
- c) Where projects involve separate first and second fix works, a part payment will be due on completion of first fix. This will be detailed in the quotation.
- d) Payment is accepted by bank transfer or card. Cash and cheques are not accepted.
- e) In the event of late or non-payment of our invoice and where the payment of it is not in dispute, Curious Electrics Ltd reserves the right to withdraw any discounts offered and the full invoice amount will be payable.
- f) In the event of any non-payment Curious Electrics Ltd reserves the right to instruct an independent debt recovery agent to recover the debt and their additional costs will be payable by the customer.
- g) All materials and consumables remain the property of Curious Electrics Ltd until the invoice total has been paid.

**11. Pets and Animals:**

- a) All pets and animals, particularly dogs, must always be kept under control and away from all Curious Electrics Ltd employees. Working with electrical systems can be dangerous, and the presence of pets and animals increases the risk of injury to customers, employees and the pets and animals themselves.
- b) If work must be stopped due to issues with pets or animals, the customer will be charged our minimum charge for attendance and any materials used.
- c) Any work rebooked or reattended under these circumstances will require a pre-written confirmation that the pet will not be on the premises during subsequent visits. All quotations may be void and re-issued factoring in appropriate additional costs.

**12. Imaging, Social Media and Publicity:**



- a) Before work commences, images of the site will be captured to ensure any pre-existing damage is identified. These images will be stored securely for the period of the work undertaken, and deleted 30 days after work completes. They will not be made available to anyone outside of Curious Electrics Ltd.
- b) To allow Curious Electrics Ltd. to promote its business, we may capture images (photo or video) of our work. Images will be captured in a way that means neither the customer nor their site is identifiable. If this is not possible, agreement will be sought from the customer before images are captured. These images may be used on our website, social media or in other publicity. Curious Electrics Ltd will hold all rights to these images.
- c) Upon completion of work, we may ask you to provide a review. This will be added to our website, social media or other publicity. Curious Electrics Ltd will hold all rights to these reviews.