

## **Quotes and Estimates**

Quotes and estimates are valid for 30 days from the date of the offer. They are only an offer to do the work and do not constitute as a contract for work. If a quote is offered it is a fixed price and will not be adjusted if the work quoted for is as the customer requested. Estimates are based on the information received from the customer. In the case of PAT Testing, we give a cost per item and/or quantity and are charged accordingly at the end of the work.

## **Payment Terms**

If you are offered an early payment discount, this is only valid if paid within 7 days, otherwise Payment terms are strictly within 30 days of receipt of invoice. Payments by BACS only. Payments after 30 days will incur statutory interest - this is 8% plus the Bank of England base rate.

## **Certificates**

The Pat Test Certificate and Asset lists will only be issued after full payment has been received and emailed within 24 hours of receipt of funds subject to staff availability. We endeavour to send out documents as soon as payment is received.

## **Cancellations and failed appointments for PAT Testing**

You are free to cancel the appointment anytime up until 3 clear working days before the appointment with no charge. We operate a 24 hour email service so please email [positivepattesting@yahoo.com](mailto:positivepattesting@yahoo.com)

If we can fill the cancelled appointment in that time frame then we do not charge the fee. If we are unable to then the charge will be added to the final invoice if we visit at another time to do the testing. If the appointment is not booked then an invoice is generated for the minimum charge of £59.00.

If for any reason the engineer attends on site for a confirmed appointment and is unable to carry out the work for circumstances out of his control, such as no one on site to meet them, premises closed etc then there will be a charge of £59.00 per engineer per day which is our minimum charge.

Cancellations before the 2 days are also charged at £59.00 if the appointment is not rearranged and also at the discretion of the Director.

If Positive PAT Testing have to cancel the appointment, we will give you as much notice as is practicable and are not responsible for any costs incurred what so ever to the customer in this event.