



AW Electrical Services Terms and Conditions

Any participation in our services constitutes acceptance of our terms and conditions fully.

1. By accessing and using our services, you accept and agree to be bound by the terms and provision of this agreement. In addition, when using these particular services, you shall be subject to any posted guidelines or rules applicable to such services. Any participation in this service will constitute acceptance of this agreement. If you do not agree to abide by the above, please do not use this service.
2. The Site and its original content, features, and functionality are owned by AW Electrical Services and are protected by international copyright, trademark, patent, trade secret, and other intellectual property or proprietary rights laws.
3. All personal data such as addresses, phone numbers and emails will never be distributed to any third party and it will never be publicly visible without your express permission.

Estimates

1. Estimates are provided free of charge unless work is required to produce said estimate (access, removal of consumers units etc). Charges will be notified before continuation and a works contract shall be signed before any further work is undertaken. Works contracts shall show hourly/day rate applicable and shall be billed accordingly.
2. Copies of the signed works contracts shall be kept on file and only the original signed copy shall be applicable.
3. Estimates are not a quote, they are an estimate of the cost to the works to be carried out as listed or requested from the client. Dictionary definition of estimate "to say what you believe the cost, size, value, etc. of something is, although you do not know for certain". Any additional, reactive or other works found during the original work which will alter the estimate will be notified and agreed before continuation of said work.
4. All estimates are subject to VAT and as a VAT registered company, shall be indicated on the estimate.
5. Preparation is not included in any estimate, preparation can include removing items, belongings, furniture, cupboards etc to allow work to begin. We will advise if work cannot begin and the cost involved.
6. Estimates do not include any non-electrical works required i.e plastering, filling, painting after works are completed.
7. Any client supplied materials can be fitted providing they meet current specifications. These items carry no warranty with AW Electrical Services and would be chargeable if faulty units require replacement.

Payment

1. Payment shall be made immediately on completion of all works.
2. Where payment schedules are in place, work shall only continue if payments are up to date as advised.
3. Payments can be made by cash, cheque or bank transfer.
4. Payments by card are subject to a 4% fee, solely to cover our card charges.
5. A full and final "paid" invoice shall not be issued until 100% of payments have been made and funds have cleared.
6. Refusal to make payment shall incur interest of 8% per month plus £25 fee for every additional communication required plus court fees if we feel no attempt to pay shall be made.
7. Electrical Certificates shall not be issued until 100% payment received and funds cleared.
8. Building Control Certificates shall not be issued until 100% payment received and funds cleared.
9. If a booked and confirmed appointment is missed or late or we cannot access site to begin, the labour costs will still be charged and the client is liable to pay for missed hours/days. Any additional works required will also be charged but will not affect other appointments.
10. Materials remain property of AW Electrical Services until paid in full. Non payment will result in materials being removed at additional cost with no liability for damage to items or property.

Issues & Complaints

1. Any issues directly linked to works undertaken must be notified within 48 hours and if relevant will be rectified before payment is expected. Issues must be relevant to the new materials or work just undertaken.
2. AW Electrical Services offer no liability to loss or damage to property or belongings not adhered to the pre-work contract i.e we may ask for a room to be cleared to allow access and work to start.
3. A lot of work creates plaster and brick dust. Clients are advised of this. We supply dust sheets but accept no loss or damage to items or property left where work is being undertaken. Fixed or immovable items will be covered and protected how and where possible but no liability is accepted by AW Electrical Services.

Terms and conditions updated as of 1st Nov 2019. Any queries please contact info.awelectrical@gmail.com