



Terms and Conditions

Installation Work:

- All electrical installation work will comply with BS7671: 2018 and any amendments in force at the time of the works.
- All electrical installation work will comply with applicable Building Regulations in force at the time of the works.
- Where work is to extend or modify existing circuits, costs estimated assume that the existing installation is in adequate condition and complies with minimum current regulations. Also Main Bonding such as to incoming Gas and Water pipes is in place where required. Any works found required to bring the necessary parts of the existing installation up to standard will be at additional cost. The Client will be made aware of any costs in advance.
- Unless stated otherwise, all cables will be concealed by chasing into the building fabric or concealed in building voids, under floors etc. Where impracticable, cabling will be neatly surface run, either with clipping direct or housed in trunking / conduit.
- Where carpet or flooring coverings may require lifting to allow concealed installation work, no charge is made for this service, with best endeavours being made to avoid damaging them and to refit them to an acceptable standard. However, consideration of employing a specialist fitter may be prudent, at your cost to effect a fully satisfactory reinstatement.
- All endeavours will be made to undertake installation work to a clean standard, using dust sheets and vacuum cleaning equipment as necessary.
- Working areas must be clear and free of obstacles and comply with the latest Health & Safety regulations to ensure the safety of anyone working for Frampton Electrical Services. This includes access to toilet & hand washing facilities and power & water free of charge.
- Whilst carrying out work at your property Frampton Electrical Services Ltd. require continuous and unhindered access to the site by prior arrangement with you. Any license, permit or other authority necessary for any execution of the work shall be obtained by the Client.
- Once work is agreed, Frampton Electrical Services require that they are notified not less than 7 working days prior to the expected commencement of the works, should you decide to not go ahead with the works.
- Frampton Electrical Services require proper and safe storage and protection of all goods, tools, and equipment and materials we have on site.
- You shall be responsible for the accuracy of any drawings, designs, specifications or other data, supplied to Frampton Electrical Services in connection with the works.
- Frampton Electrical Services will not be liable for any failure to complete the works due to any cause outside our reasonable control, including but not limited to natural occurrences, disruption of power supplies or the action of third parties.
- Frampton Electrical Services will occasionally take photos of our work to use on our website and social media as detailed in our privacy policy.

Testing

- When testing an existing installation, cables concealed within trunking and conduits, or cables and conduits concealed under floors, in inaccessible roof spaces and generally within the fabric of the building or underground, will not be visually inspected unless specifically agreed between the Client and the Inspector prior to inspection.
- Electrical certificates will be issued once all invoices have been paid.

Exclusions:

- Cleaning and / or moving of furniture and other items blocking access to work areas are not included.
- Except where detailed, builders work (creating of holes larger than 50mm diameter, creating of support structures, etc.) are not included.
- Re-decoration and making good is excluded from estimated costs, unless specifically detailed as included.
- Removal from site and disposal of rubble, fittings, wiring, materials, general waste and packaging is not included. For larger projects a skip, or similar, may be required at the Clients expense.
- Frampton Electrical Services will, take all reasonable care and to the best of our ability, carry out the works with minimal damage to decoration, plasterboard, carpet etc however all making good and redecoration to be completed by other contractors unless prior agreement has been made.

Extras and Variations:

- All extras and variations must be agreed in writing prior to commencement.

Pricing:

- Unless stated otherwise, the costs estimated assume standard working hours between the hours of 08:00 hrs - 16:00 hrs Monday to Friday inclusive. Work required outside these hours may attract out of hours premium rates.
- Where a written estimation has been supplied, the total costs may be revised in the following circumstances:- (i) if after submission of the estimation Frampton Electrical Services have been required to carry out additional works not referred to in the estimation. (ii) if after submission of the estimation there is an increase in the price of materials. (iii) if after submission of the estimation it is discovered that further works need to be carried out which were not anticipated when the estimation was prepared. No works will be undertaken without confirmation to the Client, in writing, of the possibility of increased costs.
- All figures stated are valid for a date of 30 days from the date of the estimate. A minimum deposit of 25% of the estimated costs is required for all works. Regular invoices will be issued throughout the works until completion.
- Any deposit is required to be paid 5 working days before work commences.
- All materials supplied will be invoiced plus 10-25% to cover time and costs.
- In the event we are required to leave site to obtain materials, we will limit the time spent as much as possible. You will only be charged a maximum of one hours labour, regardless of how long we are away from site.
- For all work requiring certification, a labour charge of one hour will be added to our invoice along with any fees payable.

- Payment terms are 7 calendar days from invoice date, failure to pay within this timeframe will result in late payment charges and interest being charged at the Bank of England base rate.
- Frampton Electrical Services reserves the right to cease work should a stage invoice remain unpaid for a period of 7 calendar days.
- If an invoice remains unpaid after these terms Frampton Electrical Services will take action to recover these debts via the government MCOL process.
- For works under a day payment maybe requested immediately upon completion via a card machine.

Deviations from Building Regulations and BS7671:

- All work where applicable, will be executed fully in compliance with applicable Building Regulations and BS7671 in force at the time of the work, particularly in respect of work in dwellings to allow the legal Part P obligations to be met. Where a Client requires deviation from such regulations, a written instruction and record will be required.

Risk and Title of Goods and Property:

- The risk in all goods supplied shall pass to the Client upon delivery.
- All goods supplied shall remain property of Frampton Electrical Services Ltd. until all sums due have been paid in full.
- The Client is responsible for ensuring that the property is insured for the duration of the installation work.

Warranty:

- Frampton Electrical Services Ltd. warrants its installation work to be defect free for a period of twelve months from the invoice date.
- This guarantee will be null & void if the work is either subject to misuse, negligence or interfered with by anyone who does not work for Frampton Electrical Services.
- All materials will be covered by manufacturers warranties.
- In the event Frampton Electrical Services Ltd. need to visit to replace a faulty product – covered under the manufactures warranty – labour charges will still apply.
- Frampton Electrical Services accept no liability or guarantee any materials supplied by the Client and will accept no liability for any consequential damage or fault caused by these materials.

Payment:

- Unless agreed in writing payment in full must be made on completion of the specified works to Frampton Electrical Services Ltd.
- Stage payments will be requested by prior arrangement where planned works take longer than 14 days.

Dispute Resolution:

- If, after the works have been completed, the Client is not completely satisfied, the Client must inform Frampton Electrical services within 7 days and provide Frampton Electrical Services the opportunity to inspect and carry out any necessary remedial works if appropriate.
- As outlined in the Consumer Rights Act 2015, the client must be willing to allow Frampton Electrical Services the opportunity to rectify the work on your installation,
- In the event of a dispute, mediation is to be the preferred method of resolution.

- All work completed by Frampton Electrical Services Ltd. is covered by the NICEIC platinum promise therefore if you are unsatisfied with resolution provided by Frampton Electrical Services Ltd. please contact the NICEIC via the following link <https://www.niceic.com/find-a-contractor/complaints> or on 01582 539036