

Morgans Electrical Ltd Terms and Conditions

1. Definitions

- 1.1 "The Company" or "we" means Morgans Electrical Ltd.
- 1.2 "The Customer" or "you" means the company or person or other body which or who have contracted with Morgans Electrical Ltd for the procurement of electrical services.
- 1.3 "Operative" means the tradesperson operating for Morgans Electrical Ltd.

2. Our responsibility

- 2.1 We will arrange a visit to visually assess the work you wish to be carried out at a time that is convenient for you. If we are able to carry out this work, we will advise you of what work needs to be done and provide a written estimate of our charges.
- 2.2 If during the course of our work, further work becomes necessary which could not have been foreseen during our initial assessment and which will cause an increase in cost, we will let you know and will only carry out additional works once we have your acceptance (verbal or written).
- 2.3 We will carry out the work in accordance with our estimate with reasonable care and skill using sound materials.
- 2.4 We will ensure that all members of our team (including sub-contractors) are competent, properly trained and courteous.
- 2.5 We will make every effort to complete the work by the time agreed with you. If delays occur for reasons beyond our control we cannot be held responsible for those delays. If delays occur we will complete the work as soon as possible.

3. Your responsibility

- 3.1 You will allow us during normal working hours to do the work which we have agreed to carry out in accordance with our estimate.
- 3.2 You are required to obtain all permissions and consents (for example from your landlord or the local authority) which are required before the work can be carried out.
- 3.3 We will advise you which furniture, furnishings and fittings you need to remove so that we can carry out the work, unless we have agreed to do this as part of our estimate. Please cover and protect any items not removed.

4. General Terms

- 4.1 We do not undertake structural or any other type of building survey. If our work cannot be completed or damage is caused through structural or other defects in your property, we cannot be held responsible.
- 4.2 We cannot be held responsible for pre-existing faults to the current electrical installation.
- 4.3 With most types of work, it is usual for there to be some damage to decorative finishes such as paintwork and wallpaper. We will take all reasonable steps to avoid or minimise this. Making-good will be your responsibility unless this is included within our estimate.
- 4.4 Our work will not include the fixing of specialist flooring or the putting back of furniture, furnishings, fixtures or fittings unless we agree to do this as part of our estimate.
- 4.5 Where waste disposal facilities such as a bin or skip are not available on site, our operatives will remove rubble or waste. Old parts which are removed will be available for inspection until completion of the work.
- 4.6 We will assess the your situation and advise on the best way, in our view, to proceed with any work. If you disregard our advice and ask us to complete works contravening our initial assessment, we may

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carry out works provided they comply with the Building Regulations. Liability (if any) arising from such work shall take into account the reservations expressed by us during our assessment, the advice we gave, the price you have paid and the price that you would have paid for the work had our initial assessment and advice been followed.

4.7 On accepting an estimate for works provided by Morgans Electrical, you are accepting these Terms and Conditions as the contract between us. You may accept the estimate in one of two ways:

- i. Via email to pene@morganselectrical.com or
- ii. By returning a signed copy of the written estimate to us in the envelope provided

5. Charges and Payment

5.1 Payment for work is due on completion of the work, via cash, cheque or BACS transfer. We reserve the right to charge interim payments where work is spread over a longer period of time and subject to other trades completing works to a schedule.

5.2 Any additional works, extra items or alterations requested by the Customer or their representative which are not included in the estimate will be deemed as an extra and will be charged accordingly.

5.3 Our charges will be calculated on either:-

- A time and materials basis at an agreed labour rate, or
- A fixed price

5.4 Payment will be made by you in accordance with the terms stated on the Estimate/Invoice.

5.5 VAT is payable at the current rate on all charges made by us. VAT will be shown separately on all estimates and invoices.

5.6 Please check the work once it is finished and satisfy yourself that it accords with your instructions.

6. Warranty

6.1 All electrical work carries a 6-year Workmanship Warranty. Parts and materials supplied are guaranteed for a period of 12 months from the date of your invoice unless otherwise specified on the estimate. For full warranty details please go to www.morganselectrical.com/warranty.

7. Making a complaint

7.1 If you wish to make a complaint, please contact our office on 01525 213103.

7.2 If your complaint cannot be handled over the telephone, please write to Peter Morgan at 37 Ashburnham Road, Ampthill, MK45 2RH.

7.3 If the complaint arises out of something for which we are liable, we will put matters right as soon as reasonably possible at no cost to the Customer.

7.4 If it is subsequently found that the complaint arises out of something for which we are not liable, the Customer will be charged for any work carried out.