

# Stay Current Limited's

## Terms and conditions

### *1. Installation Work:*

- (a) All electrical installation work will comply with 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 and Building Regulations notifications issued by Stay Current Ltd cover only those works installed by Stay Current 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, employing a specialist fitter may be prudent, to affect a fully satisfactory reinstatement.
- (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 Stay Current Ltd arrival.
- (i) In the event the works are not completed on time due to unforeseen circumstances on the clients 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 the whole installation being tested to ensure it is safe to be connected to a new consumer unit. The basic cost for this is included in the installation cost.

(b) Any faults found during the above testing which are deemed unsafe, must be rectified prior to that circuit being reconnected to any new consumer unit. Any costs for such work are not included and will be charged over and above the original quotation given. Such issues will be brought to the client's attention as soon as is practical during works.

(c) It may be necessary to upgrade or install new main services bonding to water, gas, or oil supplies. This is especially common on properties built during or prior to the early 1970s and again these are at additional cost unless agreed otherwise beforehand.

### *3. Electrical Safety Checks:*

(a) We must have full access to the board; any obstructions must be removed prior to the test.

(b) We must be informed of the board location prior to our visit to ascertain whether we will need ladders.

(c) PAYG meters must have enough credit for us to conduct the test.

(d) Any damaged fixed fittings must be identified prior to the test; broken light switches, cracked sockets etc.

(e) All sensitive equipment must be unplugged prior to the test.

(f) It is imperative for the board to be marked up; all relevant circuits must be identified correctly to enable us to carry out the inspection.

(g) If at any point we believe the installation/site to be unsafe for us to continue with testing/inspection we will stop working and discuss with the client the remedial action required to enable us to continue.

### *4. Exclusions:*

(a) Whilst we try to be as helpful as possible and will generally do some limited moving 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) Removal from site and disposal of rubble, materials, general waste and packaging is not included. We may, at their discretion, remove old fittings and wiring for responsible disposal.

#### *5.Pricing:*

- (a) Our prices assume continuous and unhindered access to the site by prior arrangement with the client.
- (b) Fixed price quotes will be given whenever possible. If it is not possible to give a fixed quote, an estimate of cost will be given which may be subject to change.
- (c) Unless stated otherwise, the costs given assume standard working hours between 08:00hrs – 17:00hrs Monday to Friday and 09:00hrs - 14:00hrs Saturday. Work required by the client outside these hours may attract premium rates although we will try and be flexible.
- (d) Full day consists of 6 hours of work and 1 hour for lunch taken at any time, half day slots are 4 hours and don't include a lunch, half day slots can start and end at any time in the day. If the work required falls short of 4 hours an hourly rate will be charged
- (e) Additional work not covered in stated costs will attract an additional charge for both time and materials.
- (f) Quotes are valid for 30 days from the date of the issue.
- (g) Upon accepting our quote or estimate, you are accepting these terms and conditions.

#### *6.Risk and Title of Goods:*

- (a) The risk in all goods supplied shall pass to the Client upon delivery.
- (b) All goods supplied shall remain the property of Stay Current Ltd until all sums due have been paid in full.

#### *7.Warranty:*

- (a) Stay Current 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.
- (b) Where projects involve works by third party trades, any damage to the electrical installation by third parties shall remain the responsibility of the client. Any rectification costs must be paid by the client prior to commencement of second fix. Recovery of such costs from any third party shall be the clients responsibility.

#### *8.Payment:*

- (a) Unless agreed in writing payment in full should be made on completion of the specified works to Stay Current Ltd
- (b) Larger projects may require a refundable deposit of 25% of the total cost to secure a date and time for the work to be undertaken (where this is required it will be indicated on the quote or estimate).
- (c) Where projects involve separate first and second fix works, part payment will be due on completion of first fix.
- (d) Payment is accepted by cash, bank transfer or debit / credit card. *We no longer accept payment by cheque.*
- (e) In the event of any non-payment Stay Current Ltd reserve the right to instruct an independent debt recovery agent to recover the debt and their additional costs will payable by the client.

#### *9.Pets:*

- (a) All pets, particularly dogs, must be kept under control and away from us at all times.
- (b) If work has to be stopped due to issues with pets the client will be charged for all work undertaken at that point.
- (c) Any work rebooked under these circumstances will require an undertaking that the pet will not be on the premises during subsequent visits.