

ELECTRICIAN TERMS AND CONDITIONS

**BACKGROUND:**

These Terms and Conditions are to apply to the provision of electrical services by <<Insert Company or <<Insert Name of Trader>> to customers who require electrical services to be provided. You should read them carefully and ensure that you understand and agree to them.

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**1. Definitions and Interpretation**

1.1 In these Terms and Conditions, the following expressions shall have the meanings:

In these Terms and Conditions, the following expressions shall have the meanings:

**“Agreed Times”**

You and We agree for the access to the Property to complete the Agreement];

**“Agreement”**

to which You and We will enter in relation to the Agreement. The Agreement will be subject to, these Terms and Conditions. A hard form of Agreement is attached to these Terms and Conditions.

**“Business”**

trade, craft or profession carried on by a person or organisation;

**“Consumer”**

as defined by the Consumer Rights Act 2015. A customer of the Trader who purchases electrical services for their personal use and for only outside the purposes of any business;

**“Deposit”**

may be required to pay in accordance with Clause 5;

**“Electrical Services”**

services We will provide as set out in the Agreement;

**“Electrician”**

an employee who will be responsible for providing the Electrical Services;

**“Final Fee”**

sums You must pay which will be issued in accordance with Clause 6;

**“Job”**

the performance of the Electrical Services;

**“Model Cancellation Form”**

the cancellation form attached as set out in the Agreement;

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“Order”

request for Us to provide the Electrical Services as set out in Clause 4;

“Products”

the products required for the provision of the Services, which We will supply (if any) as specified in the Quotation;

“Property”

the Property detailed in the Order and the location where the Job is to take place;

“Quotation”

the Quotation We give to You in accordance with the Services We will provide to You and the Quoted Fee;

“Quoted Fee”

the fee set out in the Quotation which may vary from the actual work undertaken as set out in the Terms and Conditions;

“Start Date”

the date agreed We agree on for Us to start providing the Services as specified in the Quotation;

“Visit”

the date scheduled or otherwise, on which We will visit the Property to provide the Electrical Services;

“We/Us/Our”

includes all employees, agents and representatives of the Trader; and

“You/Your”

refers to You who is a customer of the Trader.

1.2 Each reference in these Terms and Conditions to an expression, including an electronic message,] fax or other communication, shall include references to “writing”, and any similar expressions whether sent by e-mail, [text or electronic message,] fax or other communication;

1.3 Each reference to a statute or provision of a statute shall be a reference to that statute or provision in force at the relevant time.

1.4 Each reference to “these Terms and Conditions” is a reference to these Terms and Conditions.

1.5 Each reference to a schedule to these Terms and Conditions shall be a reference to a schedule to these Terms and Conditions.

1.6 The headings used in these Terms and Conditions are for convenience only and do not affect the interpretation of these Terms and Conditions.

1.7 Words signifying the plural shall include the plural and vice versa.

1.8 References to any gender shall include the other gender.

1.9 References to persons shall include corporations, partnerships, limited liability companies and other legal entities, unless the context otherwise requires, include references to the legal entities.

**2. Information about Us**

2.1 We are a <<insert name of trader, partnership, LLP, private limited company etc>>

2.2 [We trade under the name of <<insert trading name if different from company name>>]

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name>>.]

2.3 [We are registered under number <<Company Registration Number>> under number <<Company Registration Number>>]

2.4 [Our registered office is <<insert address>>.]

2.5 [Our main trading address is <<insert address>> or if no registered office address is given, <<insert address>>] or if no registered office address is given, <<insert address>>]

2.6 [Our VAT number is <<insert VAT number>>.]

2.7 We are registered with the <<insert authorised self-certification scheme name>>. We will ensure that all work we use are also registered in this way.

2.8 [We are regulated by <<insert regulator(s)>>.]

2.9 [We are a member of <<insert association(s) etc.>>.]

2.10 [<<Insert further information>>.]

**3. Communication and Complaints**

3.1 If You wish to contact Us by telephone at <<insert telephone number>> or by email at <<insert email address>> for complaints, You may contact Us by telephone at <<insert telephone number>> or by email at <<insert email address>>.

3.2 In certain circumstances, You may contact Us in writing (as stated in various Clauses throughout the Agreement and its Conditions). When contacting Us in writing You may use the following details:

3.2.1 contact Us by email at <<insert email address>>; or

3.2.2 contact Us by post to <<insert name>>, <<insert address>>.

**4. Orders**

4.1 We accept orders for Electrical Services by <<insert methods e.g. telephone, internet etc.>>.

4.2 When placing an Order, You must provide, in detail, the Electrical Services required. Details required include: the location and size of the Property, the number and type of circuits required and the type(s) of work required (e.g. wiring, lighting, etc.). [We will provide You with an order form containing the details of the work required information.] [All such details are set out in the Agreement and its Conditions.]

4.3 Once the Order is received, We will prepare a Quotation and send it to You either by email or by post. The Quotation will set out the required Deposit (if any) and the cost. [We will provide You with an order form containing the details of the work required information.] [All such details are set out in the Agreement and its Conditions.]

4.4 If We cannot accept an Order, We will inform you of this in writing.

4.5 You may make changes to an Order before accepting a Quotation before accepting it.

4.6 You may accept a Quotation by returning a copy of it and returning it to Us within <<insert number of days>> after the date We issue the Quotation.

4.7 When (but not before) the Quotation is accepted, signed and dated, and You have paid the required Deposit, a binding contract between You and Us will be created for the Electrical Services and for You to pay

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for them. We will then complete any blanks in the Agreement in accordance with the Quotation.

Agreement and complete any blanks in the Quotation.

- 4.8 If you wish to change the Quotation, please contact Us and We will tell you if the change can be accommodated, along with any charges that may be payable as a result. If we cannot accommodate the change, the charges or the fees or other matters are not acceptable to you, you must accept the Quotation in full accordance with Clause 13 and/or 14.

Accepting the Quotation, please contact Us and We will tell you if the change can be accommodated, along with any charges that may be payable as a result. If we cannot accommodate the change, the charges or the fees or other matters are not acceptable to you, you must accept the Quotation in full accordance with Clause 13 and/or 14.

**5. Deposit**

- 5.1 At the time of acceptance of the Quotation, you must pay Us a Deposit of <<insert period e.g. 7 calendar days>> days>> for specialist Products. The Deposit must be paid in full. We will not confirm the Quotation until the Deposit is paid in full.
- 5.2 If you cancel the Quotation, we may retain some or all of the Deposit as set out in Clause 13.

At the time of acceptance of the Quotation, you must pay Us a Deposit of <<insert period e.g. 7 calendar days>> days>> for specialist Products. The Deposit must be paid in full. We will not confirm the Quotation until the Deposit is paid in full.

If you cancel the Quotation, we may retain some or all of the Deposit as set out in Clause 13.

**6. Fees and Payment**

- 6.1 The Quoted Fee will be payable for the Electrical Services and for the estimated Products.
- 6.2 We will where reasonable vary the Products (and quantities of Products) set out in the Quotation if additional Products are required. We will keep You informed at all times, and will not proceed with the work until you have accepted the variation.
- 6.3 If the price of Products increases during the period between Your acceptance of the Quotation and the start of the work, we will inform You of the increase and of any additional Products required. If you do not wish to accept the increase, You must pay Us a full refund of all sums paid to date.
- 6.4 The Quoted Fee applies exclusive of VAT. If the rate of VAT changes We will advise You of the rate that You must pay.
- 6.5 We will invoice You when the work is completed.
- 6.6 You must pay any invoice within <<insert period e.g. 30 calendar days>> of receiving it.
- 6.7 We accept the following methods of payment:
  - 6.7.1 <<insert method of payment>>;
  - 6.7.2 <<insert method of payment>>;
  - 6.7.3 <<insert method of payment>>;
  - 6.7.4 <<insert other method of payment>>.
- 6.8 If You do not pay a sum due to Us within <<insert period e.g. 30 calendar days>> of the due date, We may charge You interest on the overdue sum at a rate of <<insert percentage>>% above the base rate of <<insert name of bank>> until payment is made in full. Interest will accrue on the overdue sum from the due date until the actual date of payment, whether by instalment or otherwise.

The Quoted Fee will be payable for the Electrical Services and for the estimated Products.

We will where reasonable vary the Products (and quantities of Products) set out in the Quotation if additional Products are required. We will keep You informed at all times, and will not proceed with the work until you have accepted the variation.

If the price of Products increases during the period between Your acceptance of the Quotation and the start of the work, we will inform You of the increase and of any additional Products required. If you do not wish to accept the increase, You must pay Us a full refund of all sums paid to date.

The Quoted Fee applies exclusive of VAT. If the rate of VAT changes We will advise You of the rate that You must pay.

We will invoice You when the work is completed.

You must pay any invoice within <<insert period e.g. 30 calendar days>> of receiving it.

We accept the following methods of payment:

<<insert method of payment>>;

<<insert method of payment>>;

<<insert method of payment>>;

<<insert other method of payment>>.

If You do not pay a sum due to Us within <<insert period e.g. 30 calendar days>> of the due date, We may charge You interest on the overdue sum at a rate of <<insert percentage>>% above the base rate of <<insert name of bank>> until payment is made in full. Interest will accrue on the overdue sum from the due date until the actual date of payment, whether by instalment or otherwise.

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6.9 If You have promptly paid Us an invoice in good faith, We will not charge interest on the amount of the invoice while it is outstanding.

**7. Electrical Services**

7.1 We will provide the Electrical Services in accordance with the specification set out in the accepted agreement (as may be amended by agreement between Us and You at any time).

7.2 We may provide sketches, drawings or similar documents in advance of the Job for illustrative purposes only and is not intended to provide a specification of the Job nor to guarantee specific results.

7.3 We will use reasonable care to ensure that the Products We use match those chosen by You throughout the Property (or relevant parts of the Property) and are of the same quality as variations to the same Products as shown in drawings, catalogues and other materials, and the Products that We supply will not impact you. We will also vary. If differences in the Products supplied to You are due to non-availability, We will not supply them without Your consent in advance of the Job. If You do not wish to accept the Products, You may cancel and receive a full refund of all sums paid to Us, subject to the applicable, the Deposit.

7.4 We will ensure that the Electrical Services are performed with reasonable care and skill and to a standard which is consistent with best trade practice.

7.5 We will ensure that the Electrical Services are performed in accordance with relevant codes of practice.

7.6 We will properly diagnose the cause of any fault and the results from Our provision of the Electrical Services.

7.7 Where a Job is to be carried out in a room, on a working day, the Electrician will take care to ensure that the Property is in a clean and tidy state and to minimise any disruption to the normal use of the Property while work is being carried out. The Electrician will make a reasonable store all tools and materials and will ensure that they are not left out or remove them from the Property at the end of the Job.

**8. Faulty Products**

8.1 If any Products are supplied to You by Us in connection with the Electrical Services, and You are not satisfied with the quality of the Product or Product(s) supplied, You should inform Us using the contact details set out in clause 3.

8.2 Within the first 30 days of the date of supply, You are entitled, at Your option, to a full refund, to a replacement at a reduced price, or to a repair or replacement at a reduced price.

8.3 After the first 30 days of the date of supply, We will, at Our option, repair or replace the Product(s) or, if a repair or replacement is not practicable or if the repair or replacement is unsuccessful, We will refund the price paid for the Product(s). If, in any event, You are entitled to a refund, You may keep the Product(s) at a reduced price. The refund will be made to You if We can prove that the defect has occurred within the period specified in this clause.

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been caused deliberately or as a result of Your failure to follow instructions given to You as included with the Product.

8.4 After the first six months of the Product in question, if a fault develops a fault, You must prove that the Product in question was supplied to You by Us at the time We supplied it and You took reasonable steps to repair or replacement, or to a partial refund for up to six months of the nature of the Product and how long it can reasonably be expected to last.

ou, or as a result of Your failure to follow instructions given to You as included with the Product.

elops a fault, You must prove that the Product in question was supplied to You by Us at the time We supplied it and You took reasonable steps to repair or replacement, or to a partial refund for up to six months of the nature of the Product and how long it can reasonably be expected to last.

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**9. Problems with Our Services**

9.1 If there is a problem with the Electrical Services We have provided with the Product, You are entitled to ask Us to repeat or fix the service.

Electrical Services, i.e. they have not been provided with the skill, You are entitled to ask Us to repeat or fix the service if this is not possible.

9.2 We always use reasonable care to ensure that Our provision of the Electrical Services is trouble-free. If there is a problem with the Electrical Services We require, We will use reasonable care to repeat or fix the service as soon as is reasonably possible.

that Our provision of the Electrical Services is trouble-free. If there is a problem with the Electrical Services We require, We will use reasonable care to repeat or fix the service as soon as is reasonably possible.

9.3 We will not charge You for the problems have been caused by You [where nobody is at fault]. If We determine that a problem has been caused by incorrect or incomplete information or actions provided by You, We may charge You for remedial work.

problems under this Clause 9 where the problem has been caused by You [where nobody is at fault]. If We determine that a problem has been caused by incorrect or incomplete information or actions provided by You, We may charge You for remedial work.

9.4 As a consumer, You have certain legal rights with respect to the purchase of goods or services. When exercising them, it may be helpful to contact the Citizens Advice Bureau or Trading Standards.

ts with respect to the purchase of goods or services. When exercising them, it may be helpful to contact the Citizens Advice Bureau or Trading Standards.

9.5 If We do not perform the Electrical Services to the standard You have the right to expect, or if that is not possible or convenient to You, You have the right to a reduction in price.

es with reasonable skill and care, or if that is not possible or convenient to You, You have the right to a reduction in price.

9.6 If the Electrical Services do not meet the standard We have provided about performance or, if that is not possible or convenient to You, if the problem does not relate to the performance of the Electrical Services, You have the right to a reduction in price.

d in line with information that We have provided about performance or, if that is not possible or convenient to You, if the problem does not relate to the performance of the Electrical Services), You have the right to a reduction in price.

9.7 If for any reason We repeat the Electrical Services in accordance with Your request, We will not charge You for the same and we will bear any arrears of price reduction applicable to the Job and, where You have paid a full or partial refund. As a result of any event within 14 days of the date on which You are entitled to request that We repeat the Electrical Services originally used by You.

repeat the Electrical Services in accordance with Your request, We will not charge You for the same and we will bear any arrears of price reduction applicable to the Job and, where You have paid a full or partial refund. As a result of any event within 14 days of the date on which We agree that We will repeat the Electrical Services via the same payment method or an alternative method.

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**10. Your Obligations**

10.1 If any consents, licences or permissions are needed from any third party to carry out the work, You are responsible for obtaining them.

sions are needed from any third party to carry out the work, You are responsible for obtaining them.

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parties such as landlords, local authorities or similar, You must obtain them before We provide the Electrical Services.

10.2 We may ask you to remove any furniture, fixtures and fittings in the Property before We access the Property and You and We specifically agree otherwise, this is Your responsibility.

10.3 You will ensure that We can access the Property at the Agreed Times to provide the Electrical Services.

10.4 You may either give Us keys to the Property or be present at the Agreed Times to provide access. We promise that all keys will be kept safely and returned to You by a qualified electrician.

10.5 If You do not provide Us with access to the Property or make it impossible for Us to provide the Electrical Services by failing to comply with any other provision in this Clause, We may refuse to provide the Electrical Services as a good reason for this, We may charge You as a result.

10.6 You must ensure that We have access to electrical outlets and a supply of hot and cold water.

**11. Complaints and Feedback**

11.1 We always welcome feedback from our customers and, while We always use all reasonable endeavours to improve Your experience as a customer of Ours is a positive outcome. We want to hear from You if You have any cause for complaint.

11.2 All complaints are handled in accordance with Our complaints handling policy and procedure, available on Our website at <insert website address>.

11.3 If You wish to complain about any aspect of Your dealings with Us, please contact Us in one of the following ways:

11.3.1 [In writing, to the attention of <insert name and/or position and/or department>]

11.3.2 [By email, to the attention of <insert name and/or position and/or department> at <insert email address>];

11.3.3 [Using Our complaints form, available on Our website at <insert website address> following the instructions included with the form;]

11.3.4 [By contacting <insert telephone number> [and following the instructions included with the form when prompted.]]

**12. Changing the Start Date**

12.1 If You ask Us to change the Start Date of the Electrical Services, We will agree a revised Start Date with You;

12.1.1 We will agree a revised Start Date with You;

12.1.2 If it is not possible to agree a revised Start Date either You or We may terminate the Electrical Services (see Clause 15).

12.2 If We ask You to change the Start Date of the Electrical Services, We may either:

12.2.1 agree a revised Start Date with You;

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12.2.2 terminate the contract (see clause 15).

### 13. Cancellation of Contract and Cooling Off Period

- 13.1 Where the Agreement is made at Your premises, You have a statutory right to a "cooling off" period. This period begins once the contract between You and Us is formed.
- 13.1.1 in relation to the delivery of Products, at the end of 14 calendar days after the date the Products are delivered. If the Products are delivered in instalments, the 14 calendar day period begins on the day that you receive the first instalment and
- 13.1.2 in relation to the supply of Services, at the end of 14 calendar days after the date the Services are formed.
- 13.2 If You wish to cancel the contract during the cooling off period You should inform Us immediately by written notice (e.g. a letter sent by post, fax or email to the postal or email address specified in these Terms and Conditions or the Model Cancellation Form, but You do not have to.
- 13.3 To meet the cancellation deadline, the communication containing the cancellation period must be received by Us in sufficient time for You to send Your notice of cancellation before the end of the cooling off period.
- 13.4 If You exercise this right to cancel, You will receive a full refund of any amount paid to the Us in respect of the contract (including, but not limited to, the Deposit, where applicable).
- 13.5 We will refund money by the same method used to make the payment, unless You have exercised your right to cancel before we have received any fees as a result of the contract.
- 13.6 We will process the refund without undue delay and, in any event, no later than 14 calendar days after the day on which We are notified of the cancellation.
- 13.7 If You exercise the right to cancel, You must return the Products to Products:
- 13.7.1 We will issue a full refund of any amount paid to Us for any event notwithstanding the return of the Products (and any delivery charges if You send the Products to Us);
- 13.7.2 You must return the Products within 14 calendar days of the day on which You are notified of the right to cancel and return them;
- 13.7.3 We may make a deduction from the refund for loss in value of any Products supplied to You as a result of unnecessary handling by You;
- 13.7.4 Please also note that if the Products become inseparably mixed with other goods, they cannot be returned.
- 13.8 If the Start Date falls within the cooling off period You must make an express request for provision of the Products to begin within the 14 calendar day cooling off period. [This request is a normal part of the ordering process.] By making this request, You acknowledge and agree to the following:



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13.8.1 If the Job is cancelled, You will lose the 14 calendar day cooling off period, if the Job is completed;

13.8.2 If You cancel the Job after the provision of the Electrical Services has begun, You will pay for the Electrical Services and any Products supplied up until the point at which You wish to cancel;

13.8.3 The amount of the Deposit, in proportion to the full price of the Electrical Services already provided. Any sums that have been paid for the Electrical Services will be refunded to You on this basis;

13.8.4 We will process the refund (insert normal refund period>> and return it to You within 14 calendar days after You inform Us of Your wish to cancel;

13.9 Clause 14 applies to the Deposit if the Job is cancelled after the 14 calendar day cooling off period has expired;

**14. Cancellation Outside of the Cooling Off Period**

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14.1 In addition to Your right to cancel the Job during the cooling off period, You may terminate the Agreement (the Job) at any time before the Start Date (if relevant):

14.1.1 If You cancel the Job after the 14 calendar day cooling off period has expired (or more days>> before the Start Date, and any other event within the Agreement, We will refund the Deposit, if applicable, to You as soon as is reasonably possible, and in any event within 14 calendar days of cancellation.

14.1.2 If You cancel the Job after the 14 calendar day cooling off period has expired (or more days>> before the Start Date, and any other event within the Agreement, We will retain from the Deposit, if applicable, an amount representing the financial loss that We suffer due to the cancellation, and will refund the balance of the Deposit to You as soon as is reasonably possible, and in any event within 14 calendar days of cancellation. If the financial loss is more than the amount of the Deposit that has been paid, We will invoice You for the shortfall, and You will be required to make payment in accordance with the Agreement.

14.2 We may need to terminate the Agreement before the Start Date due to the unavailability of resources, or due to the occurrence of an event outside of the Agreement. If such cancellation is necessary, We will inform You as soon as is reasonably possible. We will refund the Deposit, if applicable, to You as soon as is reasonably possible, and in any event within 14 calendar days of termination.

**15. Termination**

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15.1 You may terminate the Agreement with immediate effect at any time by giving Us written notice if:

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15.1.1 We have breached any material way and have failed to remedy the breach within the <<insert period>> of You asking Us in writing to do so.

15.1.2 We enter into an agreement with an administrator or receiver appointed over Our assets.

15.1.3 You and We agree a revised Start Date or You elect to terminate the Agreement under Clause 12;

15.1.4 We are unable to provide Electrical Services due to an event outside of Our control (see Clause 17).

15.2 We may terminate the Agreement with immediate effect by giving You written notice if:

15.2.1 You fail to repay any sums due as required under Clause 6 (this includes interest on overdue sums under sub-Clause 6.2);

15.2.2 You have breached the Agreement in any material way and have failed to remedy the breach within the <<insert period>> of Us asking You in writing to do so.

15.2.3 You and We agree a revised Start Date under Clause 12;

15.2.4 You do not provide Us with access to the Property or otherwise make it possible for an Electrician to provide the Electrical Services, and You refuse to contact Us to re-arrange the Electrical Services under Clause 10.5;

15.2.5 We have been unable to provide Electrical Services for more than <<insert period>> as a result of an event outside of Our control (see Clause 17).

15.3 For the purposes of this Agreement, a breach of the Agreement will be considered 'material' if it is not trivial in its consequences to the terminating Party. It will be had to when a breach is material no regard to whether it is caused by any accident, mishap, mistake or misunderstanding.

15.4 If at the termination of the Agreement:

15.4.1 You have made a Deposit, when provided, the Deposit will be returned to You as soon as is reasonably possible, and no later than <<insert number>> calendar days of the termination of the Agreement, less any amount due from such a refund (or charge You) for the costs We will incur as a result of terminating it under sub-Clauses 15.2.1, 15.2.2, 15.2.3, 15.2.4 and 15.2.5.

15.4.2 We have provided You with a refund of the sums due to You for the Electrical Services that You have not yet paid for, less any refund due to You or, if no refund is due to You, the amount due for those sums and You will be required to repay Us in accordance with Clause 6.

**16. Effects of Termination**

16.1 If the Agreement is terminated, the following shall apply:

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18.5 We are not liable for any loss or damage you suffer which results from Your failure to follow any instructions given by Us or the Electrician.

18.6 Nothing in these Terms and Conditions is intended to or will limit or exclude Our liability for death or personal injury caused by Our negligence or for fraud or fraudulent misrepresentation.

18.7 Nothing in these Terms and Conditions is intended to or will limit Your legal rights as a Consumer under any consumer protection legislation. For more details of Your legal rights, contact Your local Citizens Advice Bureau or Trading Standards Office.

**19. How We Use Your Personal Information**

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We will only use Your personal information in accordance with Our Privacy Notice <<insert document name, e.g. Privacy Notice>> available at <<insert URL>>.

**20. Other Important Terms**

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20.1 We may from time to time amend Our Terms and Conditions without giving You notice, but We will endeavour to inform You as soon as is reasonably possible.

20.2 We may transfer (assign) all or part of Our rights and obligations under the Agreement to a third party (this may occur if We sell Our business). If this occurs We will inform You in advance. Your rights under the Agreement will not be affected and Our obligations under the Agreement will be transferred to the third party who will then be bound by the Agreement.

20.3 You may not transfer (assign) any of Your obligations and rights under the Agreement without Our prior written permission (such permission not to be unreasonably withheld).

20.4 The Agreement is binding on Us and You and no person or third party other than You or Us will be entitled to enforce any provision of the Agreement.

20.5 If any provision of the Agreement or these Terms and Conditions is held by any competent authority to be unenforceable in whole or in part the validity of the other provisions of the Agreement or these Terms and Conditions and the enforceability of the Agreement will not be affected.

20.6 No failure or delay by Us in exercising any rights under the Agreement or any waiver by Us or You of a breach of any provision of the Agreement means that We or You will waive any subsequent breach of that provision.

**21. Regulations and Information**

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21.1 We are required by certain regulations (Information, Cancellation and Additional Charges Regulations) to ensure that certain information is given or made available to You before We make Our contract with You (i.e. before Our Quotation and the Agreement has been signed) except where this information is already apparent from the context of the transaction or the Agreement or Quotation. We will make it available to You

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**22. Law and Jurisdiction**

22.1 These Terms and  
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ent, and the relationship between  
wise) shall be governed by, and  
England & Wales] [Northern Ireland]

22.2 As a consumer, yo  
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Clause 22.1 above takes away or  
those provisions.

22.3 Any dispute, contro  
to these Terms and  
you and Us (wheth  
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ment, or the relationship between  
erwise) shall be subject to the  
Scotland, or Northern Ireland, as

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THIS AGREEMENT

day of

**BETWEEN:**

- (1) <<Name of Trader>> [a company with registration number <<Company Registration Number>> registered in <<Country of Registration>> under number <<Company Registration Number>> whose registered office is at] **OR** [of] <<insert Address>> (“the Trader”)
- (2) <<Name of Customer>> of <<insert Address>> (“the Customer”)

**BACKGROUND:**

- (1) The Trader provides electrical services for clients and has reasonable skill, knowledge and expertise in the provision of such services.
- (2) The Customer wishes to engage the Trader to provide the services specified below (“the Electrical Services”).
- (3) The Trader agrees to provide the Electrical Services to the Customer, subject to the attached Terms and Conditions of the Services Agreement.

**IT IS AGREED** as follows:

**1. The Agreement**

- 1.1 This Agreement includes the attached Terms and Conditions.
- 1.2 In this Agreement, the words and phrases used in bold letters have the same meaning as they have in the Terms and Conditions.
- 1.3 A legally binding contract will be created when You and We sign this Agreement.
- 1.4 We confirm and You acknowledge that we have given or made available to You the following information, where such information is already available to You:
  - 1.4.1 The main charges for the Electrical Services;
  - 1.4.2 Our identity and contact details;
  - 1.4.3 The total price for the Electrical Services including taxes or, if applicable, the Price cap and the manner in which it will be calculated;
  - 1.4.4 The arrangement for the performance and the time by which (or within which) the Electrical Services will be provided;
  - 1.4.5 Our complaint handling procedure.

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1.4.6 The duration of the Agreement shall be for a period of 12 months unless otherwise applicable, or if this Agreement is of indefinite duration, it shall be extended automatically, the conditions for extension shall be the same as the original conditions.

1.5 As required by the Consumer Protection Act 2008 (Information, Cancellation and Refund Regulations) (Information, Cancellation and Refund Regulations) (Information, Cancellation and Refund Regulations)

1.5.1 all of the information provided in clause 1.4; and

1.5.2 any other information that We give to You about the Electrical Services or the terms of this Agreement, which You should take into account when entering into this Agreement or making any other decision about the Electrical Services.

will be part of the terms and conditions of the Agreement as a Consumer.

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**2. The Electrical Services**

2.1 We will:

2.1.1 begin to provide the Electrical Services on the Start Date of <<insert date>>;

2.1.2 aim to complete the Electrical Services by the date <<insert date>>;

2.1.3 provide the Electrical Services during the Agreed Times of <<insert times>> or such other times as We may agree in writing;

2.1.4 provide the Electrical Services at the Property located at <<insert address>>;

2.1.5 perform the Electrical Services in accordance with the specification referred to in clause 2.2.

2.2 The specification of the Electrical Services is [as follows: <<insert full description of service & specification>>] [attached].

2.3 The Products we supply are specified in the attached specification [as follows: <<insert full description of products to be supplied & specification>>].

2.4 You and We may agree to vary the specification from time to time.

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**3. Fees and Payment**

3.1 You will pay the Quoted Price (sum) for the Electrical Services (subject to changes in the Quoted Price and Conditions). This sum may be broken down as follows:

3.1.1 <<insert a breakdown of the Quoted Price (sum) if applicable>>.

3.2 <<Insert full details of the Quoted Price (sum) as detailed in the Quotation>>.

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**4. Waiver of Cooling Off Period**

4.1 By signing this Agreement, You agree to commence provision of the Electrical Services immediately and to waive the right to the 14 calendar day cooling off period referred to in the Consumer Protection Act 2008 (Information, Cancellation and Refund Regulations) and Conditions to expire.

4.2 You acknowledge that You will be liable to pay Us for the Electrical Services up until the point at which You cancel the Agreement.

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inform Us of Your  
Conditions.

ut in Clause 13 of the Terms and

4.3 You acknowledge th  
are fully performed

t to cancel if the electrical services  
y cooling off period.

SIGNED for and on behalf of the T  
<<Name and Title of person signir

\_\_\_\_\_  
Authorised Signature

Date: \_\_\_\_\_

SIGNED by the Customer:

\_\_\_\_\_  
Signature

Date: \_\_\_\_\_

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To: <<trader to insert trader's name and email address>>

and, where available, fax number

I/We (delete as appropriate) her/my/our (delete as appropriate) con

re (delete as appropriate) cancel es dated << >>.

Name of consumer(s): << >>

Address of consumer(s): << >>

Signature of consumer(s): << >>

Date:

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