

CRH Electrical Solutions - Terms & Conditions

1 General:

1.1 Acceptance of an estimate or a day work instruction includes acceptance of the following terms and conditions.

2 Definitions:

2.1 The 'Contractor' shall mean CRH Electrical Solutions.

2.2 The 'Customer' shall mean the person, company or firm responsible for instructing the works.

2.3 'Works' shall mean those works described in the estimate or day work.

3 Insurance

3.1 The contractor has public liability insurance to a value of £2,000,000.00

4 Complaints:

4.1 If you have a complaint about our service or any goods or service purchased from the contractor then please contact us immediately. You will be contacted as soon as possible and aim to provide a resolution within 21 working days.

4.2 All complaints will be dealt with in a fair and confidential manner.

5 Cancellation:

5.1 If you are a consumer you have the right, in addition to your other rights, to cancel your contract with the contractor and receive a refund for any deposit you may have paid. You must contact us and inform us in writing of your desire to cancel your contract within 7 working days prior to any work commencing. If no written cancellation notice is received 7 days prior to work commencing all deposits paid will be lost.

6 Liability:

6.1 Except as may be implied by law where the customer is dealing as a consumer, in the event of any breach of these conditions by the contractor the remedies of the customer shall be limited to damages which shall in no circumstance exceed the price of the goods and services provided and the contractor shall under no circumstances be liable for any indirect, incidental or consequential damage.

7 Terms of Payment:

7.1 An advance payment of 30% of the agreed total estimate value is due at contract agreement for all works over £500.

7.2 On completion of works the contractor shall submit a final invoice the balance of which should be settled no later than 14 days as of the date of the invoice.

7.3 Where the contract period is in excess of 4 weeks, written applications/invoices may be submitted monthly, for the total value of work executed - less previous payments - the net amount due to paid by the customer within 14 days of the invoice date.

7.4 Failure by the customer to make any payment as aforesaid shall entitle the contractor to suspend work and/or charge interest on the amount outstanding at 4% above the base rate of National Westminster PLC base lending rate for the time being in force per calendar month.

8 Certificates:

8.1 Certificates, test sheets and reports will be issued and the contents thereof released within 3 working days of receipt of both full of payment of the total invoice sum, and once any underlying faults or non compliances have been rectified.

9 Estimates:

9.1 Estimates are valid for a period of 30 days as of the date of the estimate.

9.2 All prices are inclusive of labour and materials unless stated otherwise.

9.3 All second fix materials quoted for are supplied in white PVC unless stated otherwise.

10 Miscellaneous:

10.1 Whilst reasonable care will be taken - estimates do not include for the cost of plastering, redecoration or other works consequent upon the proper execution of the works and specifically laying or relaying of floor coverings.

10.2 Please be aware that estimates are based upon the design, specification and information provided by the customer, and further points and beyond the estimate will be chargeable on a price per point, price per meter or fixed price depending on the addition or modifications agreeable before any commencement of any such works.

10.3 Any waste from works completed will remain the property of the customer and will be bagged where required.

11 Supplied Goods:

11.1 Ownership of all good supplied remains with the contractor until the full invoice value has been paid fully paid.

12. Equipment and accessories supplied by the client.

CRH reserves the right to refuse to fit sub-standard, non-compliant accessories or equipment supplied by the client. Estimates tendered by the company are based on the fitting of standard electrical accessories. Accessories that require excessive preparation, modification or non standard fitment may incur extra cost to the client.