

Terms of Service

Effective Date: 1st of September 2020

Business Name: NE1 ELECTRICAL LTD

Registered Business Address: 12 Napier St, Newcastle Upon Tyne, NE2 1XJ

Contact Email: info@ne1electrical.co.uk

Phone Number: 07849600035

1. Services Provided

We offer electrical services for both residential and commercial clients, including installations, repairs, maintenance, inspections, upgrades, and emergency services. Specific job scopes and deliverables will be detailed in individual quotes or contracts.

2. Estimates & Pricing

All quotes provided are valid for 14 days and are based on the information provided at the time of estimation. Pricing may vary due to material costs, labor changes, or unforeseen conditions. Changes to the original scope will be communicated and may require a revised quote or signed change order.

3. Appointments, Cancellations & Scheduling

Appointments must be scheduled in advance. Clients must notify us at least 24 hours in advance to cancel or reschedule. Missed appointments or cancellations without notice may incur a fee of £65.

4. Emergency Callouts

Emergency services are available 24 hours a day, 365 days a year. Emergency rates may apply, including callout fees, overtime charges, and minimum billing periods. Emergency rates will be clearly communicated before dispatch when possible.

5. Commercial Work

Commercial jobs may require custom contracts, insurance certificates, safety compliance, and adherence to site-specific protocols. Clients must clearly define the project scope, deadlines, and access requirements. We reserve the right to request a project deposit and may invoice in stages for long-term projects.

6. Subcontracting

We may, at our discretion, subcontract certain portions of the work to licensed and qualified professionals. All subcontractors will be vetted to ensure they meet industry standards. We remain the primary point of contact and responsible party for the quality and delivery of work unless otherwise agreed in writing.

7. Client Responsibilities

Clients are responsible for:

- Providing safe, clear, and legal access to work areas.
 - Notifying us of any known electrical issues, structural hazards, or restrictions.
 - Obtaining necessary permits unless explicitly included in our scope.
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8. Warranties

We offer a 5 year warranty on Labour only. Manufacturer warranties apply to parts and materials. Warranty is void if the work is altered or misused by others after installation.

9. Payment Terms

Payment is due upon job completion unless otherwise agreed in writing. Commercial projects may be subject to staged or milestone payments. Late payments may incur interest at 10%, and unpaid balances may result in work stoppages or legal action.

10. Liability

We are not liable for incidental or consequential damages. Our total liability is limited to the amount paid for the services provided. We are fully insured and licensed as required by UK Law..

11. Force Majeure

We are not responsible for delays caused by events beyond our control including weather, supply issues, labor shortages, or regulatory delays.

12. Changes to Terms

We may revise these Terms at any time. The updated version will be available upon request or on our website, if applicable.

13. Governing Law

These Terms are governed by the laws of the United Kingdom Any disputes will be handled in the courts located in that jurisdiction.

By hiring our services, you acknowledge and agree to these Terms of Service.