



NAPIT Registered · Registered Competent Person · Newport Pagnell & Milton Keynes

TERMS, CONDITIONS & EXCLUSIONS

Applies to all quotations, estimates and works carried out by Chilvers Electrical. Version 2.1 — September 2026.

These terms and conditions set out the basis on which we do business. They apply to every quotation we issue and every job we carry out, unless we have agreed something different with you in writing. **By accepting a quotation from Chilvers Electrical, paying a deposit, or allowing works to proceed, you confirm that you have read and accepted these terms.**

1. WHO WE ARE

Chilvers Electrical ("we", "us", "our") of 36 Barnsbury Gardens, Newport Pagnell, MK16 0PJ. Email info@chilverselectricalservices.co.uk. Telephone 07565 712070. We are NAPIT registered and a Registered Competent Person for electrical work under Part P of the Building Regulations, and we hold public liability insurance.

2. QUOTATIONS AND PRICING

1. Quotations are **valid for 14 days** from the date of issue.
2. Fixed price quotations are given wherever possible, based on the requirements received from you. Where a fixed price is not possible, an estimate of cost is given which may be subject to change. If your requirements change, a further quotation will be issued for you to agree.
3. All quotations are based on the average time taken to perform a task under general conditions. If, during a survey or during the work, an exceptional issue means a task will take considerably longer, this will be raised with you and an additional charge may be agreed.
4. Our prices assume continuous and unhindered access to the site by prior arrangement.
5. Each day of work attracts a **daily fee equal to the cost of one hour of work**, irrespective of time spent on site that day. This is included in the quotation and covers travel to and from site and any visits to suppliers for materials.
6. Unless stated otherwise, costs assume standard working hours of **08:00-16:00, Monday to Friday**. Work required outside these hours may attract premium rates, although we will always try to be flexible. Emergency call-out rates apply to out-of-hours attendance.
7. Additional work not covered in the agreed quotation attracts an additional charge for both time and materials.
8. Quotations are prepared from what was visible and accessible at the time of our visit, or from the information you gave us. Concealed conditions — buried cables, hidden damage, non-compliant existing wiring, asbestos — cannot be allowed for.

3. ACCEPTING A QUOTATION AND DEPOSITS

1. A quotation is accepted when you confirm in writing (email or message) or when you pay the deposit. Accepting a quotation means accepting these terms.
2. For works quoted at **over £100**, a **deposit of 50% of the total cost** is required to secure materials and to hold a date and time for the work. The booking is confirmed once the deposit clears.
3. Deposits are applied to your final invoice. In the event of a cancellation, we will retain an amount that reflects our reasonable losses.
4. Where a project involves separate first and second fix works, a part payment is due on completion of first fix. This will be detailed in the quotation.

4. YOUR RIGHT TO CANCEL

Consumer customers. Where we agreed the work at your home, or otherwise away from our business premises, you have the right to cancel within **14 days** of accepting the quotation, under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. To cancel, email info@chilverselectricalservices.co.uk.

If you ask us to begin work within that 14-day period and then cancel, you must pay for the work carried out and any materials ordered up to that point. Once the work has been fully completed at your request within the 14 days, the right to cancel is lost.

Outside the cancellation period, bookings cancelled at short notice may be charged for non-returnable materials and reasonable costs already incurred.

5. INSTALLATION WORK

1. All electrical installation work will comply with BS 7671:2018 and any amendments in force at the time of the works.
2. All electrical installation work will comply with the applicable Building Regulations in force at the time of the works.
3. Electrical Installation Certificates, Minor Works Certificates, Building Regulations notifications and any other documentation we issue **cover only those works undertaken by Chilvers Electrical**.
4. Where work extends or modifies existing circuits, the costs quoted assume those existing circuits are safe and in adequate condition. Any work required to bring them up to standard is at additional cost.
5. No addition or alteration will be carried out to rubber insulated (VIR) or lead sheathed cables.
6. Where carpets or floor coverings require lifting, best endeavours will be made to avoid damage and to refit to an acceptable standard. Employing a specialist fitter may be prudent to achieve a fully satisfactory removal and reinstatement.
7. Unless agreed beforehand, chases to walls and similar will be left unfilled. Final skim coat plaster and decoration are excluded.
8. We work to a clean standard, but some additional vacuuming and wiping down of surfaces should be expected afterwards. **Equipment susceptible to dust damage — video, audio or computer equipment — must be removed from the work area before we arrive.**
9. Where works are not completed on time due to circumstances on your side, or delays caused by other trades, payment may be requested for the works carried out to that date, and any additional time and materials required will be charged.

6. NEW CONSUMER UNITS (FUSE BOARDS)

1. Installation of a new consumer unit is subject to a **pre-work survey** of the whole installation, to confirm the existing wiring and circuits meet regulations and are adequate to be connected to a new unit. **The pre-work survey charge is payable in full even if we are unable to replace the consumer unit.** Any defects preventing replacement will be discussed with you, and an estimate for repairs provided, before replacement takes place.
2. It may be necessary to upgrade or install new main protective bonding to water, gas or oil supplies before work commences. This is especially common in properties built during or before the early 1970s, and is at additional cost unless agreed beforehand.
3. Power to the property will be disconnected while a pre-work survey or consumer unit replacement is carried out. We will restore supply as quickly as possible, but in rare cases power may not be reinstated where the installation is judged dangerous to re-energise, and an Electrical Danger Notification will be issued. We accept no responsibility for losses arising from the supply being disconnected.

7. SITE REQUIREMENTS FOR SURVEYS AND CONSUMER UNIT WORK

1. We must have full access to the consumer unit; any obstructions must be removed before the survey or replacement.
2. We must be told the board location before our visit, so we know whether ladders or specialist access equipment are needed.
3. Pre-payment meters must hold enough credit for us to carry out all works.
4. Any damaged fixed fittings must be identified beforehand. Broken light switches, cracked sockets and similar must be replaced, at additional cost, before works can be carried out.
5. All sensitive equipment must be unplugged before and during the survey or replacement.

6. It is assumed the consumer unit is marked up correctly and all relevant circuits can be identified, so that the inspection can be completed within the estimated time and cost. Difficulty identifying circuits may result in additional costs.
7. If at any point we believe the installation or site is unsafe for us to continue, we will stop work immediately and discuss the remedial action needed. Our minimum charge is payable for attendance, along with any materials used.

8. SAFE ISOLATION PROCEDURE

Before any electrical work is carried out, the following steps are followed to ensure safety and compliance with BS 7671 and the Electricity at Work Regulations 1989:

1. Identify the correct circuit(s) using approved drawings, labelling and/or circuit identification methods.
2. Inform all relevant persons that isolation will take place and that power will be temporarily unavailable.
3. Switch off and isolate the circuit using the correct isolator, switch or circuit breaker.
4. Lock off and label the isolator using a personal lock and warning tag, to prevent re-energisation.
5. Prove dead using a proving unit and an approved voltage tester, in sequence: test the tester on the proving unit → test the circuit and confirm dead → re-test the tester on the proving unit.
6. Only once isolation is confirmed and the circuit is proven dead will work commence.
7. On completion, the circuit is restored only after all safety checks are complete and it is safe to do so.

Safe isolation is carried out wherever it is reasonably practicable. Some circuits or equipment may have to remain live where isolation is not possible, or where isolating would cause major disruption — for example shared supplies, tenanted properties or commercial premises. Where this happens we will tell you, and inspection of those parts will be limited to what is accessible. **We do not remove or break DNO or supplier seals, or work on any part of the supply upstream of the meter;** that is the responsibility of your distribution network operator or supplier.

9. POWER ISOLATION — IMPORTANT CLIENT INFORMATION

During the safe isolation process, power will be temporarily disconnected. While every reasonable precaution is taken, isolating power can reveal pre-existing faults, or cause equipment such as alarms, timers, internet routers, boilers or control systems to reset, lose settings, or fail to restart properly.

Disclaimer. Chilvers Electrical accepts no responsibility for any faults, resets, data loss or equipment failures that occur as a result of necessary power isolation. Any such issues will be deemed unrelated to the electrical work quoted for, unless directly caused by our negligence or incorrect reconnection.

Before we attend, please: save any critical work or settings; make arrangements for sensitive systems such as computers, alarms, CCTV and heating controls; and tell us about any equipment that may be adversely affected by loss of power.

10. CERTIFICATION, NOTIFICATION AND EICRS

1. Where required, we issue the appropriate certificate — Electrical Installation Certificate, Minor Electrical Installation Works Certificate, or Electrical Installation Condition Report (EICR).
2. Notifiable work is registered with Building Control through our NAPIT scheme, and the Building Regulations compliance certificate is issued to you by NAPIT directly.
3. An EICR records the condition of the installation **on the date of inspection only**. It is not a warranty and does not guarantee future condition.
4. Observation codes (C1, C2, C3 and FI) are given in line with BS 7671 and current industry guidance. Any remedial work identified is quoted separately.
5. Certificates and remaining documentation are issued once the invoice has been paid in full.

11. PAYMENT

1. **Payment in full is due on satisfactory completion of the specified works**, before we leave site on the final day of work, unless different terms are stated on your invoice.
2. We accept payment by **bank transfer, card or cash**. Cheques are not accepted. Bank details appear on every quotation and invoice; please use the invoice or estimate reference as your payment reference.

3. Where late or non-payment is not in dispute, we reserve the right to withdraw any discount offered, and the full invoice amount becomes payable.
4. In the event of non-payment we reserve the right to instruct an independent debt recovery agent, whose additional costs will be payable by you.
5. Business customers: overdue invoices may attract interest and reasonable recovery costs under the Late Payment of Commercial Debts (Interest) Act 1998. Consumer customers: statutory interest may apply.

12. RISK AND TITLE OF GOODS

1. Risk in all goods supplied passes to you on delivery.
2. All goods, materials and consumables supplied remain the property of Chilvers Electrical until all sums due have been paid in full.

13. WARRANTY

1. We warrant our installation work to be free from defects for a period of **three months from the invoice date**. Our work is regularly inspected for workmanship and for conformity with the regulations.
2. Cover does not extend to goods supplied by others, physical damage, wilful misuse, or cases where the installation has been altered or tampered with by third parties. It also excludes fair wear and tear, lamps, fuses and other consumables.
3. Where a project involves works by third-party trades, any damage to the electrical installation caused by those third parties remains your responsibility. Rectification costs must be paid before further work commences, and recovery of those costs from any third party is your responsibility.
4. Materials, accessories and equipment carry the manufacturer's own warranty. We will assist with a manufacturer claim but are not the warranty provider.
5. *This does not affect your legal rights under the Consumer Rights Act 2015 or any other relevant legislation.*

14. ACCESS, CLEARING AND SITE CONDITIONS

1. You agree to provide safe, clear and uninterrupted access to the working areas, along with a mains supply and, where needed, water and lighting.
2. We will generally undertake limited moving of items to create access, but **clearing or moving furniture and other large items blocking access is not included in the quotation**. If we cannot proceed because of access restrictions, our minimum charge is payable for attendance.
3. We will try to ensure electrical items are plugged back in and working before we leave, but we cannot be held responsible for losses arising from an item not being plugged back in or switched on.
4. Removal and disposal of small quantities of rubble, materials, general waste and packaging is included, and will be recycled. Removal of large items, existing fittings or general site waste is chargeable unless stated.
5. Where parking charges, permits or congestion charges apply, these are added to the invoice at cost.

15. PETS AND ANIMALS

1. All pets and animals, particularly dogs, must be kept under control and away from us at all times. Working with electrical systems can be dangerous, and the presence of animals increases the risk of injury to customers, to us, and to the animals themselves.
2. If work has to be stopped due to issues with pets or animals, our minimum charge is payable for attendance, along with any materials used.
3. Any work rebooked or reattended in these circumstances requires written confirmation that the pet will not be on the premises during subsequent visits. Quotations may be void and re-issued to factor in appropriate additional costs.

16. IMAGES, SOCIAL MEDIA AND PUBLICITY

1. Before work commences, images of the site may be captured to record any pre-existing damage. These are stored securely for the period of the works and deleted 30 days after completion. They are not made available to anyone outside Chilvers Electrical.
2. To promote our business we may capture photographs or video of our work. Images will be captured so that neither you nor your property is identifiable; where that is not possible, your agreement will be sought before capture. These images may be used on our website, social media or other publicity, and we hold all rights to them.

3. On completion we may ask you for a review. Reviews may be added to our website, social media or other publicity, and we hold all rights to them.

17. ADDITIONAL INFORMATION / EXCLUSIONS

Unless specifically stated within this quotation, the following are excluded.

- Making good, plastering, decorating, painting, and surface finishing.
- Moving furniture, lifting or relaying carpets, flooring, and coverings.
- Damage to plaster, paint, tiles, flooring, or decorative finishes caused by installation or removal works.
- Supply of accessories, fittings, or equipment unless stated.
- Rectification of existing faults, defects, or non-compliant wiring.
- Building works, joinery, tiling, decorating, and other non-electrical trades.
- Works outside the stated scope of quotation.
- Additional, unforeseen, or remedial works will be quoted separately.

EICR exclusions

- Portable appliances including PAT testing.
- Third-party equipment and appliances.
- Fire alarms, emergency lighting, security, data, telecoms, and specialist systems.
- Solar PV, EV chargers, battery storage, machinery, and specialist equipment.
- Underground, concealed, or inaccessible wiring and accessories.
- Intrusive inspection, dismantling, or inaccessible areas.
- Remedial works, repairs, upgrades, and unavailable certification records.

Safe isolation

- Safe isolation carried out where reasonably practicable.
- Some circuits may remain live where isolation is not possible or would cause major disruption.
- No removal of DNO or supplier seals.
- Results based on accessible equipment only.

Fault finding

- Fault finding covers diagnosis only.
- Repairs, replacement parts, rewiring, upgrades, and remedial works are excluded unless stated.
- Concealed cable faults requiring building works or reinstatement are excluded.
- Utility supply issues, third-party equipment, and appliances not installed by us are excluded.
- Access equipment, hazardous environments, and out-of-hours attendance are excluded unless agreed.
- Intermittent faults cannot be guaranteed to be identified in a single visit.

18. HEALTH, SAFETY AND HAZARDOUS MATERIALS

1. We work in accordance with the Electricity at Work Regulations 1989 and BS 7671.
2. If we encounter asbestos or another hazardous material, we will stop work immediately. Specialist survey and removal is your responsibility and is not included.

19. LIABILITY

1. We are not liable for loss of income, loss of data, spoiled stock or food, or other indirect or consequential loss.
2. We are not liable for delays caused by events outside our reasonable control, including supplier shortages, extreme weather, and utility or network operator delays.
3. Nothing in these terms limits our liability for death or personal injury caused by negligence, or for anything else which cannot lawfully be limited or excluded.

20. COMPLAINTS

If anything is not right, please contact us first at info@chilverselectricalservices.co.uk or on 07565 712070, and we will put it right wherever we reasonably can. If a matter relating to notifiable electrical work cannot be resolved directly, it may be referred to NAPIT under their complaints procedure.

21. DATA PROTECTION

We process your personal data only to quote for, carry out, certify and invoice your work, and to meet our legal and scheme obligations. We do not sell your data. Our full privacy policy is available at www.chilverselectricalservices.co.uk.

22. GENERAL

1. These terms, together with your quotation, form the whole agreement between us.
2. If any clause is found to be unenforceable, the remaining clauses continue to apply.
3. These terms are governed by the law of England and Wales, and the courts of England and Wales have exclusive jurisdiction.

Customer name

Signature

Date

Signing is optional — accepting the quotation in writing, paying the deposit, or allowing works to proceed has the same effect.

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