

Terms & Conditions



C.G. Electrical Group Terms & Conditions of Work

This document covers all terms and conditions of C.G. Electrical Group conducting work on your property. By accepting an estimate or quote or when paying an invoice from C.G. Electrical Group, you are agreeing to all the below conditions of work and terms of service. Please understand that these terms and conditions are in place for the protection of both C.G. Electrical Group as an installer and you as the consumer/customer during the process of completing work on your property.

Definitions

- **C.G. Electrical Group** is the trading name for the sole trader Carter Glover of 22 Sheepscroft Chippenham Wiltshire SN14 6YJ and any sub-contractors, bona-fide sub-contractors, contractors, partners, or apprentices working with him.
- **Customer/Consumer/You/Your** refers to any individual or business receiving goods or services from C.G. Electrical Group.
- **Emergency Work** refers to work required at short notice because it affects the function of the electrical installation in a way that could present a danger to the occupants of the building.
- An **Estimate** refers to a document or figure given to the customer by C.G. Electrical Group to show roughly the price of work.
- A **Quote** is a document or figure given to the customer by C.G. Electrical Group which states a fixed price for work to take place.
- A **Scope of Works** is a document specifying what work is included in an Estimate or Quote.

Members of the C.G. Electrical Group

1. C.G. Electrical
 - a. Electrical Contracting Services
2. Cardex Electrical Services
 - a. Electrical Contracting Services
3. A.B. Construction
 - a. Groundworks, Driveway and Construction Services

Payment

1. Accepted methods of payment are Bank Transfer, Cash and Debit/Credit Card.
 - a. Cash payments may be accepted on the day of work but must be to the exact amount on the invoice as no change can be given.
 - b. Card payments are accepted on the day of work and have no surcharge.
 - c. Cheques are NOT accepted.
2. Payment is expected within 5 working days of receipt of invoice and are subject to a 5% charge for late payments.
3. We are not a V.A.T registered company so V.A.T is not added to the bill.
4. For larger jobs, for example where 'first fix' and 'second fix' stages of work are relevant, an agreed payment schedule can be implemented at the discretion of C.G. Electrical Group, the specifics of which will be agreed with the consumer before work commences. Where a staged payment is arranged, each payment must be paid in full and on time for work to continue.
5. Payment in full for work carried out by C.G. Electrical Group indicates work has been completed to the agreed standard.
6. An estimate or quote is valid for 45 days after being issued to the potential customer. After this period, it is the customers responsibility to contact C.G. Electrical Group to identify any changes to the document.

Warranty

Electrical work completed by C.G. Electrical Group is covered by a 12-month warranty. Where C.G. Electrical Group has supplied materials or products, we will take up any complaint relating to those materials or products with the manufacturer or supplier on your behalf. Customer supplied materials are not covered by any C.G. Electrical Group warranty. The invoice from the work must be presented to claim the warranty. D.I.Y alterations or alterations by other tradesmen to work covered by the warranty will void your cover.

Working time and charges.

Working hours are charged on an hourly or day rate basis unless, following a site visit, a fixed rate price for the job has been agreed. Normal working hours are 8:00am to 4:30pm Monday to Friday.

All hourly rates exclude the cost of materials, parking fees and road/ferry tolls. Jobs will be charged by time on site within SN and BA postcodes. Travel will be charged outside of these areas.

C.G. Electrical Group holds normal stock and sundry items expected of an electrician. Other non-stocked items can be pre-ordered too. However, should sourcing or collection of special materials/items outside of this range become necessary, this time will be charged as part of our hourly rate or must be customer supplied.

For emergency work, a call out charge may apply up to £75. This includes the first hour on site. Please contact carter@cgelectrical.services for more information.

Customer Requirements

Every effort will be made to meet the requirements of the customer, but no absolute guarantee can be given to the date of commencement or completion of work. C.G. Electrical Group accepts no responsibility for any delay in the execution of work or inconvenience caused by non-delivery or shortage of materials or other causes beyond the control of C.G. Electrical Group.

Position of fittings, lighting points, switches and other electrical accessories, are to be agreed before work is commenced and any changes to that agreement shall be passed to C.G. Electrical Group in writing in sufficient time as not to impede the progress of the work (this can just be a text message!). Any extra work necessary to meet such changes will be chargeable to the customer in addition to the current price for the work, be it an estimate or a quote. If the customer places responsibility of placement of accessories to the discretion of C.G. Electrical Group, then we will use our best judgement to ensure the most appropriate positioning is used but will not be held responsible for any misjudgement.

It is the customers responsibility to ensure there is easy access to the areas of work, within reason, before work can commence. Failure to provide a clear working space could result in the job being delayed and the costs as such will be at additional cost to the customer.

'Making Good'

Although every care and attention will be taken by C.G. Electrical Group whilst carrying out work on-site, we do not accept responsibility, or remain liable, for damage to the property, fixtures, fittings or grounds. Inspection and access holes, cutting of wiring channels, digging of cable trenches, drilling and other works made to accommodate installations will be made good to the best of our ability, however, we are not carpenters, plasters, carpet layers or painter/decorators. Customers should be aware of this and make their own arrangements to return the property to a permanently finished and decorated state.

The customer should also be aware that any decorative damage left on show due to a change in the originally agreed design of the installation is also not the responsibility on C.G. Electrical Group.

Electrical Installation Condition Reports (EICR)

Where an EICR is being conducted at your property and a dangerous fault is found within the installation (known as a C1 code) you, the customer, will be informed via text or email to gain permission to correct the fault immediately. Where permission is not granted to one of our designated inspector(s) C.G. Electrical Group will leave the installation in as safe of a condition as is reasonably practicable (this could include, but is not limited to, de-energising the effected circuit or circuits). Once a level of safety has been achieved the inspector may decide to stop the inspection and the customer will be charged for the time the inspector was on site and the original contract for the EICR will be voided. This is to prevent properties in a dangerous condition being granted a valid electrical certificate where it is not acceptable to do so and could leave a C.G. Electrical Group's designated inspector liable for harm or damages.

Other Contractors

Where work is required outside of the normal remit for an electrician in order to complete an installation, for example, digging a trench for an armoured cable run to an outbuilding at the required depth to meet current regulations, a contractor may be employed to complete such work. The cost of this will be reflected in the price of the job. If this is the case, C.G. Electrical Group will communicate this to the consumer before the work starts or within an 'estimate', 'quote' or 'scope of works' document.

Cancellation

Work can be cancelled at any time. Any work that has already been completed will be charged and materials that have been purchased and delivered to site will also be charged if not returned in re-sellable condition, including packaging. Where re-stocking fees are charged to C.G. Electrical Group, these costs will also be passed to the customer.

Waste

Any waste produced by C.G. Electrical Group is the responsibility of the property owner. C.G. Electrical Group will not remove waste from your property unless otherwise agreed.

GDPR

C.G. Electrical Group keeps information about customers for accounting and job planning purposes. At any time, customers may request a copy of all information that C.G. Electrical Group hold about them. Customers may also request their information be deleted from our records, however, C.G. Electrical Group is legally required to keep the following information on its customers for 5 years for the purpose of accounting:

- Full Name
- Address of Work
- Address of Customer
- Contact Information including:
 - Mobile Phone Number
 - Landline Number
 - Email Address
 - Postal Address
- Description of Work Done
- Total Amount Paid for Work Done

C.G. Electrical Group may also contact you in the future to tell you about new offers and services that we can provide. Please contact carter@cgelectrical.services to Opt-Out of this service.