

Our Terms and Conditions

1. Installation Work:

- I. All electrical installation work will comply with BS7671:2018, Part P of Building Regulations and any amendments in force at the time of the works.
- II. All electrical Vehicle Charge Equipment installations will comply with IET Code of Practice In cases where updates of documents lead to apparent inconsistency, the IET Wiring Regulations (BS 7671) take precedence for electrical installations requirements.
- III. All electrical installation work will comply with applicable Building Regulations in force at the time of the works.
- IV. In cases where updates of documents lead to apparent inconsistency, the IET Wiring Regulations (BS 7671) take precedence for electrical installations requirements.
- V. Electrical Installation and Minor Works certificates and Building Regulations notifications issued by EcoCell Store Ltd cover only those works installed by EcoCell Store Ltd and will only be issued on full settlement of the balance outstanding
- VI. Where work is to extend or modify existing circuits, costs quoted assume existing circuits are safe and in adequate condition. Any works required to bring these circuits up to standard will be at additional cost.
- VII. No addition or alteration will be carried out to rubber insulated (VIR) cables
- VIII. Where carpet or floor coverings require lifting, best endeavours will be made to avoid damage and to refit to an acceptable standard. However, employing a specialist fitter may be prudent, to affect a fully satisfactory reinstatement.
- IX. Unless agreed beforehand, chases to walls, etc. will be left un-filled. Final finishing of skim coat plaster and final decoration is excluded.
- X. EcoCell Store Ltd will endeavour to undertake installation work to a clean standard. However, some additional vacuuming and cleaning down of surfaces should be expected afterwards.
- XI. Any equipment susceptible to damage from dust (e.g. video or computer equipment) must be removed from the work area prior to our arrival on site.

2. New Consumer Units:

- I. Where works include the installation of a new consumer unit (fuse board), under Part P Building Regulations it is a legal requirement that the whole installation be tested to ensure it is safe to connect to the new unit. The basic cost for this is included in the installation cost.
- II. Any faults found during the above testing which are deemed unsafe, must be rectified prior to that circuit being reconnected to any new consumer unit. Any costs for such work will be in addition to any previously quoted figure. Such issues will be brought to the Client's attention as soon as is practical during works. In particular it may be necessary to install new main services

bonding to water, gas or oil supplies. This is especially common on properties built during or prior to the early 1970s

3. Exclusions:

- I. The clearing and/or moving of furniture and other items blocking access to work areas are not included within the quote. Whilst we try to be as helpful as possible, we will only do limited moving to create access and will not be held liable for damage to such items should such action be necessary.
- II. We will try to ensure that electrical items are plugged back in and in working order before we leave the premises, however, we will not be held responsible for any
- III. losses due to any electrical item not being plugged back in and/or switched on.
- IV. Removal from site and disposal of rubble, materials, general waste and packaging is included. EcoCell Store Ltd may, at their discretion, remove old fittings and wiring for responsible disposal.

4. Staged Works Definitions:

- I. First Fix: Positioning and securing of accessory boxes. Preparation and positioning of cables.
- II. Second Fix: Termination of conductors to accessories and protective devices. Certification and commissioning.

5. Pricing:

- I. Unless stated otherwise, the costs quoted assume standard working hours between 08:00hrs – 17:00hrs Monday to Friday inclusive. Work required by the Client outside of these hours may attract a premium rate which will be agreed with the Client ahead of works taking place.
- II. Estimated & Quoted costs assume continuous and unhindered access to the site by prior arrangement with the client. In the event working hours are reduced due to Client action causing us to make additional visits to site we have the right to charge for these additional visits.
- III. In the event a Client has asked for a breakdown of the works into component parts the estimated & quoted costs of each component will take into consideration an overlap of workings and the efficient use of engineers. These component quotes will only be applicable if the entire works are carried out in the time frame discussed at the survey. Where a Client decides to only carry out some of the works or decides to split the work over a different time frame a new quote will be necessary and will be provided.
- IV. The quotation is based on a survey which is non-destructive. As such and unless stated otherwise, the costs quoted will assume a source of power and feed is present for any installations. In the event we discover this not to be the case we will advise the Customer. Additional work to trace and supply a power feed will be charged as an extra.

- V. Where works comprise the changing of switches and sockets, we will itemise those fittings visible during the survey. EcoCell Store Ltd will not be responsible or liable for switches and sockets which are subsequently found following the moving of furniture. We will try to accommodate the additional replacements required but these will be charged as extras and may need to be carried out at a later stage if such items need to be ordered.
- VI. The cost of any additional work and materials not covered in stated costs will be added to the total and charged as per the payment schedule advised at the time of the initial quote.
- VII. An estimate will give an indication only of the typical cost of works and will not form any basis of a formal contract between EcoCell Store Ltd and the Client.
- VIII. Quotations are valid for 60 days from the date of the estimate.
- IX. Quotations will state clearly if subject to VAT and this will be payable by the Client.

6. Risk and Title of Goods:

- I. The risk in all goods supplied shall pass to the Client upon delivery.
- II. All goods supplied shall remain the property of EcoCell Store Ltd until all sums due have been paid in full.

7. Warranty:

- I. EcoCell Store Ltd warrants its installation work to be defect free for a period of twelve months from the invoice date. Cover does not extend to goods supplied by other tradesmen or the Client or in the event of physical damage, wilful misuse or instances where the installation has been altered or tampered with by third parties.
- II. This warranty excludes fair wear and tear to lamps, fuses and other consumables.
- III. Where projects involve works by third party trades, any damage to the electrical installation by third parties shall remain the responsibility of the Client. Any rectification costs must be paid by the Client prior to commencement of second fix. Recovery of such costs from any third party shall be the Client's responsibility.
- IV. Where security alarms are installed, these will be fitted with a tamper seal on the main panel. The warranty is void if this is broken. The request for the engineer code will also invalidate and void any warranty
- V. Where fire alarms are installed, the warranty is only valid if the system is maintained by a competent person and in accordance with the recommendations within BS 5839.

8. Payment:

- I. An invoice will be issued on completion of works. Payment terms are upon completion unless otherwise specifically and agreed beforehand in writing.
- II. Larger projects/projects involving a separate first and second fix will require staged payments comprising a deposit, interim payment and final payment on completion of all

works. If the completion of first/second fix is delayed by more than two weeks we have the right to invoice for works completed to that point and will pro-rata the invoice accordingly. If applicable, such staged payments will be advised as part of the quotation.

- III. Payment is accepted by BACS, Credit or Debit Card, Cheque or
- IV. In the event of any non-payment EcoCell Store Ltd reserve the right to withhold any certificates for work carried out until such payments are made.

9. Cancellation

- I. A minimum 5 days' notice is required for cancellation of works.
- II. In the event cancellation is made with less than 5 days' notice, EcoCell Store Ltd will deem this to be a Short Notice Cancellation and has the right to charge in full for the labour component of cancelled works.
- III. In the event our engineers arrive on site at the agreed time/slot and are unable to gain access, EcoCell Store Ltd will consider this a Short Notice Cancellation and will charge as per above.
- IV. EcoCell Store Ltd will try to return all unused materials to the Wholesaler at no cost to the Client in the event of a cancellation. EcoCell Store Ltd reserves the right to charge any restocking fee which may be imposed on the return of these goods. Certain 'special order' nonstandard items will be non-returnable and will be charged in full to the Client and delivered on payment.