



# Terms & Conditions of Service

Last updated: 21 December 2025

These Terms & Conditions (“Terms”) set out the basis on which Dibba Services (“we”, “us”, “our”) provides electrical and maintenance services to domestic and commercial customers (“you”, “your”). By booking our services, you agree to these Terms.

## 1. About Us

Karim Dibba  
Birmingham, United Kingdom  
Email: [dibba@dibbaservices.co.uk](mailto:dibba@dibbaservices.co.uk)  
Phone: 07428 078119

We provide electrical and general maintenance services across Birmingham and surrounding areas.

## 2. Services We Provide

We offer a range of electrical and maintenance services, including but not limited to:

- Electrical installation, repair, and testing
- Fault finding
- Business premises maintenance
- Small repairs and general property upkeep

A full description of services is available on our website or upon request.

## 3. Quotes and Estimates

- Quotes and estimates are provided based on the information available at the time.
- If additional work is required once the job begins, we will inform you and agree any extra costs before proceeding.
- Quotes are valid for 30 days, unless stated otherwise.

## 4. Pricing and Payment

- Prices may be based on a fixed quote, hourly rate, or day rate depending on the job.
- Call-out fees may apply and will be confirmed before attendance.
- Payment is due upon completion of the work unless otherwise agreed in writing.
- We accept cash and bank transfer payments.
- Late payments may incur interest.

## 5. Cancellations and Rescheduling

- You may cancel or reschedule an appointment with at least 24 hours' notice.
- Cancellation or rescheduling with less than 24 hours' notice may incur a call-out or cancellation fee.
- If we need to cancel or reschedule, we will notify you as soon as possible and arrange a new appointment.

## 6. Access to the Property

You must ensure that:

- We have safe and reasonable access to the property
- The work area is clear and accessible
- Utilities (electricity, water, etc.) are available where required

## 7. Workmanship Guarantee

We take pride in our work.

- All workmanship is guaranteed for 2 years from the date of completion unless otherwise stated.
- Manufacturer warranties apply to materials and products supplied.
- The guarantee does not cover damage caused by misuse, tampering, or work carried out by others after completion.

## 8. Materials and Parts

- Materials may be supplied by us or by you.
- If you supply your own materials, we are not responsible for defects, delays, or failures caused by those materials.
- Any unused materials supplied by us remain our property unless paid for in full.

## 9. Health & Safety

We follow all relevant UK health and safety regulations.

We may refuse to carry out work if we believe conditions are unsafe or pose a risk to you, us, or others.

## 10. Liability

We hold Public Liability and Professional Indemnity insurance.

We are not liable for:

- Pre-existing faults or issues
- Damage caused by misuse or neglect
- Losses arising from delays outside our control
- Indirect or consequential losses

Nothing in these Terms limits your statutory rights.

## 11. Complaints

If you are unhappy with our service, please contact us so we can resolve the issue. Our full Complaints Policy is available on our website.

## 12. Data Protection

We handle personal data in accordance with UK GDPR. Please see our Privacy Notice for details.

## 13. Changes to These Terms

We may update these Terms from time to time. The latest version will always be published on our website.

## 14. Governing Law

These Terms are governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the English courts.