**Webster Electrical: Terms and Conditions of Service**

**1. Scope of Services**

These terms and conditions govern the provision of electrical services by Webster Electrical (hereinafter referred to as “the Company”) to customers within the United Kingdom.

**2. Service Agreement**

By engaging the services of the Company, the customer agrees to abide by these terms and conditions.

**3. Service Provision**

The Company agrees to deliver electrical services in accordance with current industry standards and all relevant regulations.

**4. Quotations and Pricing**

 • All quotations issued by the Company are valid for 30 days unless otherwise specified.

 • Prices quoted are exclusive of VAT unless explicitly stated.

**5. Payment Terms**

 • Payment for services is due upon completion unless prior arrangements have been made in writing.

 • Failure to settle invoices within the specified timeframe may result in additional charges and/or legal action.

**6. Access to Site**

 • It is the customer’s responsibility to provide full and unobstructed access to the site during the agreed appointment time.

 • If access is not granted or the site is not ready, the customer will be charged for the cost of a return visit, including time and travel expenses.

 • Any additional costs incurred due to delayed or incomplete access will also be chargeable to the customer.

**7. Missed Appointments and Failed Site Visits**

 • If the Company is unable to complete a job due to the customer’s failure to provide access, readiness, or required permissions, a charge will be applied to cover travel, time, and any associated expenses.

**8. Cancellation Policy**

 • Customers must provide a minimum of 24 hours’ notice for the cancellation or rescheduling of appointments.

 • Failure to provide sufficient notice may result in a cancellation fee.

**9. Liability**

The Company shall not be liable for damages, losses, or delays caused by circumstances beyond its control, including but not limited to acts of nature, accidents, or third-party interference.

**10. Warranty**

 • The Company provides a warranty on all services performed, guaranteeing workmanship quality for 24 months from the date of completion.

 • The warranty does not cover damage caused by misuse, neglect, or unauthorised modifications.

**11. Compliance**

The Company adheres to all applicable laws, regulations, and industry standards governing electrical services in the UK.

**12. Insurance**

The Company maintains adequate insurance coverage, including public liability insurance, to protect against unforeseen circumstances.

**13. Dispute Resolution**

In the event of a dispute, both parties agree to first attempt resolution amicably. If a resolution cannot be reached, the matter may be escalated to mediation or arbitration.

**14. Modification of Terms**

The Company reserves the right to amend these terms and conditions at any time. Customers will be notified of any changes in writing.

**15. Governing Law**

These terms and conditions are governed by and construed in accordance with the laws of England and Wales.

**16. Severability**

If any provision within these terms and conditions is deemed invalid or unenforceable, the remaining provisions shall remain in full effect.

**17. Contact Information**

For inquiries or complaints about these terms and conditions, please contact Mackenzie at **info@websterelectrical.co.uk**.

**18. Acknowledgment**

By engaging the services of Webster Electrical, the customer acknowledges that they have read, understood, and agreed to these terms and conditions.