NORTONS ELECTRICAL SERVICES LTD

6 Rowan Grove, Coventry, CV2 2GA

Tel: 07523 456766 | callum@nortonselectrical.co.uk

Terms & Conditions | 13 November 2026

1. Our agreement and prices

These terms apply to work by Nortons Electrical Services Ltd, together with our written quotation and agreed changes. We provide these before you accept. Quotations are valid for 30 days unless stated otherwise. The quotation identifies the work, exclusions, total price including VAT where applicable, timetable, deposits and any stage payments. An estimate is an indication, not a fixed price; we will explain any likely increase before proceeding.

2. Changes and existing installations

We agree additional work, its price and any effect on timing with you in writing before proceeding. Existing defects, hidden damage, asbestos or unsuitable wiring may require a revised quotation. We will explain findings and obtain approval, apart from the minimum action reasonably necessary to prevent immediate danger. Plastering, decorating and making good are included only where stated; we remain responsible for damage caused by our failure to use reasonable care.

3. Access and safety

Please provide agreed access, a clear work area and relevant information about known hazards, including asbestos. Keep children and pets away from the work area. We will explain necessary power interruptions. We may pause work where conditions are unsafe or our staff face abuse or threats, explain why and agree a safe way forward. Any extra charge caused by a customer breach must be reasonable, evidenced and avoidable losses deducted.

4. Standards and responsibility

We use reasonable care and skill and comply with applicable electrical and building requirements. We remain responsible for employees and subcontractors we appoint. Relevant certificates and notifications are provided as required. Customer-supplied equipment must be suitable; we will flag apparent concerns. We are responsible for our installation work, but not an inherent fault in an item we did not supply or cause. For goods we supply, your rights are against us as well as any manufacturer guarantee.

5. Payment

Unless agreed otherwise before booking, invoices are payable within 7 calendar days. Deposits and stage payments apply only as stated in the quotation and are credited against the price. If payment is overdue, we will contact you and give at least 7 days' written notice before suspending further work, leaving the site safe. This does not apply to a reasonable amount genuinely disputed: please explain the issue and pay the undisputed balance. Consumer debt recovery charges will be limited to reasonable costs lawfully recoverable; no automatic interest or fixed penalty applies. Statutory commercial late-payment rights apply to business customers where legally available.

6. Dates, delays and our cancellation

We will meet agreed dates or, if none are agreed, complete within a reasonable time. If delayed, we will promptly explain and agree next steps. If we cannot complete, we refund payments for work or goods not supplied. Nothing here removes your rights to end the contract, obtain a refund or claim compensation where legally entitled.

7. Your cancellation or rearrangement

Please contact us as soon as possible. The statutory rights in section 8 take priority. Otherwise, for a missed visit, no access or cancellation/rearrangement, any lost-labour charge is limited to our actual net loss, capped at £60 for 24-48 hours' notice or £120 for less than 24 hours/no access (both inclusive of VAT). There is no lost-labour charge with more than 48 hours' notice. We may also recover reasonable costs of work already carried out and specifically ordered materials that cannot reasonably be returned or reused. We take reasonable steps to reduce loss, deduct savings and replacement work, provide a breakdown, never charge twice for the same loss and refund any excess deposit. No charge applies where cancellation results from our breach.

8. Consumer cancellation rights

Where the Consumer Contracts Regulations apply to a contract agreed remotely or away from our business premises, you may cancel without giving a reason. The usual period ends 14 days after the day a service contract is agreed; for a sales contract including installation, it generally ends 14 days after you receive the goods. We confirm the applicable deadline with your booking. Tell us by a clear statement using our quotation contact details; the optional form below may be used. Sending your notice before the deadline is sufficient. We refund sums due within the statutory time limit, normally within 14 days of your notice, using the original

payment method unless agreed otherwise, without a fee. For goods, lawful return/withholding rules may apply; any direct return cost you must bear will be explained before agreement.

9. Starting during the cancellation period

We start within that period only at your express request (recorded on a durable medium for off-premises contracts). If you then cancel, you pay only a proportionate amount for services supplied where the law permits and the required information was given. For a service contract, the right to cancel is lost after full performance only if you expressly requested the early start and acknowledged that consequence. A specifically requested urgent repair visit may be exempt, but extra services or goods beyond the urgent repair may retain cancellation rights. Accepting these terms alone is not an early-start request.

10. Faults, complaints and your rights

Please report concerns as soon as reasonably practical to callum@nortonselectrical.co.uk or 6 Rowan Grove, Coventry, CV2 2GA and allow reasonable access to investigate. We aim to acknowledge within 5 working days and give a resolution or clear written position within 28 days, keeping you informed. We will put right work or goods for which we are legally responsible without charge. Any guarantee is additional to your statutory rights. Where our work is covered by Which? Trusted Traders membership, unresolved complaints can be referred through trustedtraders@which.co.uk to its independent dispute resolution service; we will cooperate as required by the scheme. Otherwise we provide applicable ADR details at deadlock. Nothing excludes or limits statutory consumer rights, liability for death or personal injury caused by negligence, fraud or any liability that cannot lawfully be excluded.

OPTIONAL CONSUMER CANCELLATION FORM

To: Nortons Electrical Services Ltd, 6 Rowan Grove, Coventry, CV2 2GA, or callum@nortonselectrical.co.uk.

I/We give notice that I/we cancel the contract for: _____

Ordered on / received on: _____ Quote reference: _____

Customer name and address: _____

Date: _____ Signature (only if sent on paper): _____