

Terms and Conditions

Application and entire agreement

1. These Terms and Conditions apply to the provision of the services detailed in our quotation to you.
2. You are deemed to have accepted these Terms and Conditions when you accept our quotation or at the start of the works (whichever happens earliest) These Terms and Conditions and our quotation then become the contract and agreement between us.
3. Additional costs will be incurred in addition to the quotation should further works or upgrades be requested by you during the works.

Interpretation

4. A business day means days excluding Saturday, Sunday and Bank Holidays in England and Wales.
5. The heading of Terms and Conditions are for ease only and do not affect their interpretation.

Works

6. Once works are instructed, we will take this as your understanding of our quotation should one have been issued including materials supplied. Any clarifications or questions should be discussed before bookings are made and work commences.
7. Works are designed and recommended off the back of information supplied to us by yourself. Missing information or the discovery of varying factors may change the quotation / works required and possibly affect warranty.
8. We will avoid having to pay for any parking, however when it is necessary parking charges will be passed on.
9. AMS Electrical cannot accept any liability for damage to any services or for consequential damages due to concealed services. Advice of the location of any concealed water, gas, electricity, telephone, or other services, wiring or pipes, before work commences to the engineer and in writing to head office.
10. We will take reasonable care and skill in our performance of the works which comply with the quotation, including any specification in all material respects. We can make changes to the quotations which are necessary to comply with any applicable laws or safety requirements. We will notify you should this become applicable.
11. We will do all we can to avoid delays, however there may be times where this is unavoidable.
12. Unforeseen works that are encountered i.e., under floorboards or on the roof that are not discovered during quotation or visual inspection may change the cost of the works. We will advise upon discovery of any cost implications.
13. These Terms and Conditions apply to the supply of any goods as well as services unless we specify otherwise.

Warranty

14. We issue a 12-month installation warranty. It is important to note that some products such as showers, lights and taps carry a manufacturer's warranty. In some instances, should a warranty call be required this attendance would fall to the manufacturers as part of their T&Cs to attend to make the repair.
15. We do not register your 3rd party warranty. You will need to do this.
16. Should a manufacturer need to attend a warranty call, AMS do not get involved with the communication or arrangement.
17. These terms and conditions don't affect your statutory rights.

Your obligations

18. You must obtain any relevant permission, consents, licenses or otherwise that we need and must give us access to all relevant information, materials, properties, and any other matters which we need to complete the works. This includes availability of keys.
19. If you do not comply, we can terminate your services.
20. To have a clean, clear, smoke-free, and safe working environment for our colleagues. Please ensure pets, children and adults are kept at a safe distance.
21. We are not liable for any delay or failure to provide our service if caused by your obligations.
22. Asbestos – you are required to advise on all or any asbestos. If asbestos or suspected asbestos is found we

will stop work immediately, you will have to get samples tested and prove safety to continue works. We may charge for lost labour time.

Cancellation and amendment

23. Quotations are valid for 30 days, subject to management discretion; either party can withdraw for any reason prior to your acceptance of the quotation and booking of works.
24. You must give notification of cancellation of any booked works 1 full working day prior, this includes site visits, or else call out charges up to 10 % of the quoted works may apply.
25. If, due to circumstances beyond our control, we must make changes to our services or how they are provided, we will notify you immediately. We will use reasonable endeavors to keep such changes to a minimum.
26. AMS protects our colleagues by not tolerating abuse, or rudeness. We may reduce or remove your services at our discretion.

Payment

27. Deposits may be requested on works over £500 + vat. Deposits must be received 72 hours before the start of the scheduled work.
28. Payment is required upon completion of works once an invoice is generated unless a separate prior agreement is in place.
29. Payment can be made by bank transfer to: AMS Electrical Barclays Bank PLC, S/C: 20-94-74. ACCT: 73024121. Alternatively, telephone payment can be made by calling the AMS Electrical office: 01934 520116. Cash is not accepted.
30. Should payment not be received in line with the payment terms you will receive a reminder before formal (internal) 'Outstanding Payment' procedures are instigated. This could escalate to the involvement of a 3rd party Debt Collection Service. All reasonable costs of recovering a debt may be passed on to you.
31. If you are a business and a payment becomes overdue interest and fees in line with the most recent Commercial Debts Regulations Act will be added. This would be a maximum amount of 8% plus the Bank of England base rate.
32. Should work be large enough to warrant multiple invoices over a period, if any payment is late (outside of your agreed terms) we may pause or terminate work until payment is received.

Certification

33. Certificates (if applicable) are issued once payment is received.
34. Re-issuing of Certificates due to incorrect address supplied or loss may be subject to reissue charge.