



ACL ELECTRICAL NORTH WEST LTD

PAT TESTING & ELECTRICAL MAINTENANCE



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Terms and Conditions

All Portable Appliance Testing will be carried out in accordance with the Institute of Electrical Engineers (IEE) Code of Practice for In-Service and Inspection and Testing of Electrical Equipment 3rd Edition.

The IEE's code of practice for In-Service Inspection and Testing of Electrical Equipment does not deal with the legislation relating to the supply of equipment whether new or second hand, to a third party by the way of sale or other method.

A responsible person shall be provided by the client to meet our engineer, to advise on any site safety information needed and any potential hazards when working at the customer's premises and to also ensure the availability of appliances for testing.

ACL Electrical North West Ltd accepts no liability for loss or damage for appliances that are made available or are inaccessible during the agreed testing/inspection period.

The client must ensure that any critical information or data has been protected or backed up prior to the start of the inspection and testing.

ACL Electrical North West Ltd provides insurance cover for public liability.

ACL Electrical North West Ltd will accept no liability for loss of data or business information, losses to business related services or loss to business profits.

ACL Electrical North West Ltd accepts no liability for loss or damage for appliances that are found to be faulty before or after the inspection and testing.

In general terms we state clearly that the test applies to the device ONLY at the time of testing, and is no guarantee that it will continue to be safe to operate in the future (like an MOT test on a car), depending upon use and environment.

IT Equipment (File Servers, Mail Servers Etc.)

Systems such as file servers, mail servers, network switches/hubs and telecommunication equipment will not be inspected or tested by ACL Electrical North West Ltd without the permission of the client. In case of this equipment not being able to be switched off these items will receive a formal visual inspection only. The client shall ensure that any critical information or data has been protected or backed up prior to the start of the inspection and testing.

Telecommunication Equipment, (PABX, ISDN boxes, etc.)

These systems will not be unplugged to be tested without the permission of the client. As they are supplied by the telephone companies and once installed are rarely switched off. The appliances will receive a formal visual inspection only.

Memory or Programmable Appliances

Equipment such as HDD recorders, clocks, central heating system timers, and burglar alarms, etc. That lose their programmed memory when disconnected from the mains electrical supply, will only be unplugged and tested by ACL Electrical North West Ltd with the permission of the client, and it will be the responsibility of the client to arrange for the reprogramming of this equipment, if necessary.

PAT Testing, Fixed Appliance Testing and Emergency Light Testing:

We will provide certification and a full schedule of all items presented for testing once payment has cleared unless previously discussed and we cannot accept responsibility for any items we have not been made aware of.

If at a later date you discover further items, we will happily quote for any additional work.

Electrical maintenance:

We will provide a full schedule of all work carried out within 2 working days and we cannot accept responsibility for anything we have not been made aware of.

You will be asked to sign a job record at the end of each job, a copy of this can be sent to you via email if requested.

We do not offer warranty on any items supplied unless stated. If a fault does occur with the new item we will happily come back to diagnose the problem and this will be charged at the standard rate.

Service Level Agreements:

The rates listed in the contract will remain fixed throughout the contract period. Payment will only be made on completion of each service visit following receipt of a specific invoice for that service.

Invoices & Payments

All invoices will be sent to a valid e-mail address in PDF format.

Payment terms are within 14 days of completion of on-site testing or unless previously agreed in writing. Interest may be applied to overdue invoices.

Please note: Paperwork will only be sent once payment has cleared unless stated otherwise.

ACL Electrical North West Ltd accepts payments by Bank transfer or cheque.

Cancellation

In accordance with the Cancellation of Contracts Made in a Consumer's Home or Place of Work etc Regulations (2008), and where the Client is a consumer within the meaning of section 12 of the Unfair Contract Terms act 1977, the Client may cancel this contract within 7 calendar days of signing this agreement (or within whatever extended period the Supplier may specify in the Quotation) and shall be entitled to a full refund of any monies paid to the Supplier, less an amount representing any reasonable administration costs which the Supplier has incurred. Any cancellation outside this period will not entitle the Client to a refund of any monies paid.

ACL Electrical North West Ltd reserves the right to charge a cancellation fee of £56.00 if less than 48 hours' notice is provided. If the job is cancelled on the day of the scheduled testing or the premises is closed or the engineer cannot gain entry a fee of £112.00 will be charged.

For full terms and conditions please visit our website:

www.aclectricalnorthwest.co.uk

Please sign and date to accept these terms and conditions.

Client Signature: _____

Date: _____

