

 Company Registration Number: 14392039

 Registered/Business Address:
20 West Avenue, LE18 2FA

 Telephone: 07960 380620

 Email: alex.electrical.leicester@gmail.com

 Website: www.aelgroup.uk

 Effective Date:
21 August 2026

1. Introduction

These Terms and Conditions apply to all electrical installation, inspection, testing, maintenance, repair and associated services supplied by Alex Electrical Leicester Ltd ("AEL", "we", "us" or "our"). The person or business ordering or receiving our services is referred to as "the Customer", "you" or "your". By accepting our quotation, approving our works, confirming a booking or instructing us to commence work, you agree to these Terms and Conditions. Where a written quotation or agreement contains specific terms that conflict with these Terms and Conditions, the specific written terms will take precedence. Nothing in these Terms and Conditions is intended to remove or restrict any statutory rights that a consumer has under UK law.

2. Quotations and Estimates

2.1 Quotations will describe the work we understand to be required based on the information available to us at the time.

2.2 Unless otherwise stated, quotations are valid for 30 days from the date of issue.

2.3 A quotation is based on the visible and reasonably accessible conditions at the property.

2.4 A quotation may need to be revised if previously concealed, inaccessible or unforeseen conditions are discovered once work has commenced.

2.5 Estimates are provided as an indication of likely costs and are not fixed prices unless expressly stated in writing.

2.6 Our quotation does not include work that is specifically excluded from the quotation.

3. Acceptance of Work

3.1 A quotation may be accepted verbally, in writing, by email, electronically, by payment where applicable, or by instructing AEL to commence work.

3.2 Once a quotation has been accepted, the Customer agrees to provide reasonable access and cooperation so that the work can be completed.

3.3 We reserve the right to decline work where we reasonably consider the work to be unsafe, unlawful, unsuitable or outside our competence.

4. Scope of Works

4.1 We will carry out the works described in the accepted quotation or agreed scope.

4.2 Work outside the agreed scope may be treated as additional work.

4.3 Additional work may include, for example:

- Hidden or defective wiring
- Damaged cables
- Unsafe existing installations
- Inadequate earthing or bonding
- Faults discovered during testing
- Additional circuits or equipment
- Remedial work
- Making good work not included in the original quotation
- Additional materials

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- Additional labour
- Work requested by the Customer after the quotation has been accepted

4.4 Where reasonably practicable, we will inform the Customer of additional costs before carrying out additional work.

4.5 Where immediate action is reasonably necessary to make an installation safe, we may undertake necessary safety work without obtaining prior written approval where delaying the work would create or increase a safety risk.

5. Existing Electrical Installations

5.1 Electrical work may involve connecting to or modifying an existing electrical installation.

5.2 Unless specifically stated in the quotation, our work does not constitute an inspection or upgrade of every part of the existing installation.

5.3 Where defects, unsafe conditions or non-compliant installations are discovered, we will advise the Customer where reasonably practicable.

5.4 We may refuse to connect to or modify an installation where we reasonably believe doing so would create a danger to persons or property.

5.5 If the Customer declines recommended remedial work, we may record this and may decline to undertake further work where safety would otherwise be compromised.

6. Electrical Standards and Certification

6.1 Electrical work will be carried out with reasonable care and skill and in accordance with applicable legal requirements and relevant technical standards applicable to the work.

6.2 Where applicable, electrical work will be designed, installed, inspected and tested in accordance with the requirements applicable to the installation, including relevant provisions of BS 7671.

6.3 Where Building Regulations notification or certification applies, the appropriate documentation will be provided in accordance with the scope of work and applicable requirements.

6.4 Electrical certification will normally be issued or supplied within 3–5 business working days after final payment has been received and confirmed.

6.5 Certification may be withheld until the account has been paid in full, except where applicable law requires otherwise.

6.6 Certification relates to the work inspected and tested and does not necessarily certify unrelated existing parts of an electrical installation. Government guidance confirms that Approved Document P covers electrical safety in dwellings and explains when electrical work requires notification.

7. Payment Terms

7.1 Payment is due on completion of the works, unless otherwise agreed in writing.

7.2 The Customer must make payment promptly once the agreed work has been completed and the invoice has been issued.

7.3 Unless otherwise agreed, payment may be made by the payment methods specified on our invoice.

7.4 Where additional work has been authorised, payment for the additional work will be due in accordance with the invoice or agreed payment arrangement.

7.5 We reserve the right to suspend further work where an outstanding balance remains unpaid.

7.6 Where permitted by law, we reserve the right to recover reasonable costs and interest associated with overdue payments.

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7.7 Ownership of materials supplied by AEL may remain with AEL until payment has been received in full, to the extent permitted by law.

8. Access to the Property

8.1 The Customer must provide reasonable access to the property at the agreed appointment time.

8.2 The Customer must ensure that the working area is reasonably accessible and safe.

8.3 The Customer must inform AEL of any known hazards, asbestos, structural issues, previous electrical faults or other conditions that may affect the work.

8.4 If we are unable to carry out the work because reasonable access has not been provided, an additional attendance charge may apply where this has been stated or agreed.

9. Customer Responsibilities

The Customer is responsible for:

9.1 Providing accurate information about the property and requested work.

9.2 Providing access to electricity, water or other facilities reasonably required to complete the work where applicable.

9.3 Obtaining any permissions, landlord approvals, planning permissions or other consents that are not expressly included within our quotation.

9.4 Informing AEL of any known hazards or unusual conditions.

9.5 Ensuring that pets, children and other persons are kept away from areas where electrical work is being undertaken.

10. Materials and Equipment

10.1 Materials supplied by AEL will normally be new and suitable for their intended use.

10.2 Product availability may affect the choice of manufacturer, model or specification.

10.3 Where a specified product is unavailable, we may propose a suitable alternative.

10.4 Customer-supplied equipment or materials may be installed at the Customer's request, but AEL cannot accept responsibility for defects arising from unsuitable, defective or incorrectly specified customer-supplied products.

10.5 Manufacturer warranties are separate from any workmanship warranty provided by AEL.

11. Workmanship

11.1 AEL will provide services with reasonable care and skill.

11.2 Any specific workmanship warranty offered by AEL will be stated in the relevant quotation or invoice.

11.3 A workmanship warranty does not cover:

- Accidental damage
- Misuse
- Neglect
- Normal wear and tear
- Unauthorised alterations
- Work carried out by third parties

- Defective customer-supplied equipment
- Problems originating from existing electrical installations
- Damage caused by external events or circumstances outside our control

11.4 Nothing in these Terms removes or limits statutory consumer rights that cannot legally be excluded. UK consumer service contracts generally carry statutory requirements for services to be performed with reasonable care and skill.

12. Delays and Unforeseen Circumstances

12.1 We will make reasonable efforts to complete work within any agreed or estimated timescale.

12.2 Timescales may change because of circumstances outside our reasonable control.

12.3 Such circumstances may include:

- Hidden defects
- Material shortages
- Supplier delays
- Severe weather
- Access problems

.....

- Other contractors
- Structural problems
- Power supply problems
- Additional remedial work
- Emergencies
- Health and safety requirements

12.4 We will keep the Customer informed of significant delays where reasonably practicable.

13. Cancellation and Postponement

13.1 Customers should provide as much notice as reasonably possible when cancelling or postponing an appointment.

13.2 A reasonable charge may apply for appointments cancelled at short notice where AEL has incurred costs or has been unable reasonably to reallocate the booked time.

13.3 Any cancellation charge will be reasonable and proportionate to the circumstances.

13.4 Nothing in these Terms affects statutory cancellation rights available to consumers.

14. Consumer Cancellation Rights

14.1 Where a Customer is a consumer and the contract is entered into online, by telephone or away from AEL's business premises, statutory cancellation rights may apply.

14.2 Where applicable, consumers generally have a 14-day cancellation period for distance and certain off-premises service contracts.

14.3 If a Customer asks AEL to begin work during an applicable cancellation period, the Customer may need to make an express request for the service to begin before that period expires.

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14.4 Where permitted by law, if the Customer cancels after work has begun following such a request, payment may be due for services supplied up to cancellation.

14.5 Where the service has been fully performed in circumstances where the statutory requirements for loss of the cancellation right have been satisfied, the statutory cancellation right may cease.

14.6 These provisions are subject to the applicable consumer legislation and any exceptions that may apply. The Consumer Contracts Regulations provide cancellation rights for certain distance and off-premises contracts, including a general 14-day cancellation period. . . .

15. Emergency and Urgent Electrical Work

15.1 Emergency or urgent electrical work may require immediate action to reduce risks to people or property.

15.2 In such circumstances, AEL may carry out reasonable safety measures before a full quotation can be prepared.

15.3 The Customer will remain responsible for reasonable charges for emergency attendance, labour and materials supplied.

15.4 Further remedial work may be recommended following investigation of the immediate fault.

16. Damage and Making Good

16.1 We will take reasonable care when carrying out work.

16.2 Electrical work may require drilling, chasing, cutting, lifting floor coverings, accessing walls, ceilings, floors or other areas.

16.3 Unless specifically included in the quotation, extensive decorating, plastering, painting, tiling, flooring, joinery or other specialist making-good work is not included.

16.4 We will advise the Customer where reasonably practicable if significant making-good work is likely to be required.

17. Liability

17.1 Nothing in these Terms excludes or limits liability where doing so would be unlawful.

17.2 This includes liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation, or statutory rights that cannot legally be excluded.

17.3 Subject to applicable law, AEL will not be responsible for indirect or consequential losses arising from circumstances outside our reasonable control.

17.4 We will not be responsible for damage or failure caused by pre-existing defects, concealed conditions, unauthorised alterations, misuse or third-party work. Consumer contract terms must be fair and cannot unlawfully exclude statutory responsibilities.

18. Completion of Works

18.1 Work will be considered complete when the agreed scope has been substantially completed.

18.2 Minor outstanding items will be completed within a reasonable period where applicable.

18.3 The Customer should notify AEL promptly if they believe any aspect of the agreed work has not been completed.

18.4 Payment remains due in accordance with Section 7.

19. Complaints

19.1 AEL aims to resolve complaints fairly and promptly.

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19.2 Customers should initially contact us using:

19.3 The Customer should provide details of the complaint, including the address where the work was carried out, the relevant invoice or quotation number where available, and a description of the issue.

19.4 We will investigate reasonable complaints and, where appropriate, arrange an inspection or other suitable response.

20. Dispute Resolution

20.1 Both parties should attempt to resolve any dispute amicably before commencing formal proceedings.

20.2 Where appropriate, the parties may consider alternative dispute resolution.

20.3 Nothing in this clause prevents either party from exercising any legal rights available to them.

21. Data Protection

21.1 AEL will process personal information in accordance with applicable UK data protection legislation.

21.2 Customer information may be used for purposes including:

- Preparing quotations
- Arranging appointments
- ..
- Providing electrical services
- Issuing invoices
- Providing certificates
- Maintaining business records
- Communicating with customers
- Meeting legal and regulatory obligations

21.3 Further information should be provided in AEL's Privacy Policy.

22. Subcontractors

22.1 AEL may use appropriately qualified subcontractors or specialist contractors where reasonably necessary.

22.2 Where subcontractors are used, they will be selected as appropriate for the work required.

23. Events Beyond Our Control

23.1 AEL will not be liable for failure or delay caused by circumstances that are reasonably beyond our control.

23.2 Such circumstances may include severe weather, fire, flooding, accidents, supplier failures, material shortages, industrial action, power outages, government restrictions or other unforeseen events.

24. Governing Law

24.1 These Terms and any contract between AEL and the Customer are governed by the laws of England and Wales.

24.2 Subject to applicable consumer rights, disputes will be subject to the jurisdiction of the courts of England and Wales.

25. Changes to These Terms

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25.1 AEL may update these Terms and Conditions from time to time.

25.2 The version applicable to a particular contract will normally be the version supplied or made available to the Customer when the contract was entered into.

26. Contact Details

Address: 20 West Avenue LE18 2FA Telephone: 07960 380620 Email: alex.electrical.leicester@gmail.com Website: www.aelgroup.uk

By accepting a quotation, booking our services or instructing Alex Electrical Leicester Ltd to commence work, the Customer confirms that they have had the opportunity to read and understand these Terms and Conditions.

Certification: Where applicable, certification will be issued within 3–5 business working days following confirmation of final payment.

26. Contact Details

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CUSTOMER ACCEPTANCE & SIGNATURE

By signing below, the Customer confirms that they have had the opportunity to read and understand these Terms and Conditions and accepts them in connection with the agreed quotation, booking or works.

Customer / Company Name	Quotation / Job Reference
Customer Signature	Date
Print Name	Position (if applicable)

ALEX ELECTRICAL LEICESTER LTD – AUTHORISED REPRESENTATIVE

Authorised Representative	Date
Signature	Print Name

Payment terms: Payment on completion

Certification: Where applicable, certification will be issued within 3–5 business working days following confirmation of final payment.

Note: This document is prepared as a signature-ready version. No signature has been inserted on behalf of either party.