

SEDGETEK LIMITED

Terms & Conditions

2024

sedgetek@gmail.com
www.sedgetek.co.uk
07528 840 134
01362 858 634

Terms and Conditions ("Terms")

Our Terms and Conditions were last updated on 05/04/2024.

Please read these terms and conditions carefully before using Our Service.

Interpretation

The words of which are used within this document have meanings defined under the following conditions.

The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

Definitions

For the purposes of these Terms and Conditions:

- **"Company"** (referred to as either "the Company", "We", "Us" or "Our" in this agreement) refers to SEDGETEK Limited.
- **"Country"** refers to The United Kingdom.
- **"Materials"** refer to the products or items installed or provided by the company or the customer depending on the agreed arrangement.
- **"Orders"** mean a request by You to purchase Products from Us.
- **"Services"** refers to the works available or carried out to facilitate the customer's needs provided by the company.
- **"Terms and Conditions"** (also referred as "Terms" or "T&Cs" or "Ts&Cs") mean these Terms and Conditions that form the entire agreement between You and the Company regarding the use of the Service.
- **"VAT"** refers to the Value Added Tax in accordance with UK Law and its associated rates.

- **“You”** (also referred to as the client or the customer) means the individual acting as a private entity or on behalf of another company; ordering, arranging, organising, scheduling or contracting SEDGETEK Limited to provide one or more of our services.
- **“Estimate”** refers to a document outlining the potential cost of works required upon request by the client
- **“Cancellation”** the termination of agreed works with no alternative start date
- **“Postponement”** a temporary suspension of prearranged works with an agreed alternative start date

1. Acknowledgment

These are the Terms and Conditions governing the use of our services and the agreement that operates between You and the Company. These Terms and Conditions set out the rights and obligations of all users regarding the use of our services.

Your use of our Service is conditioned on Your acceptance of and compliance with these Terms and Conditions. These Terms and Conditions apply to all visitors, users and others who access or use the Service.

By accessing or using the Service You agree to be bound by these Terms and Conditions. If You disagree with any part of these Terms and Conditions then You may not use our Services.

You represent that you are over the age of 18. The Company does not permit those under 18 to request and or use our services.

2. Arranging of Services and Estimates

By arranging one or more of our Services, You warrant that You are legally capable of entering into binding contracts.

If you wish to add any additional items to an existing estimate, you are required to notify us prior to our attendance, failure to do so will incur additional costs if services and materials are added during site attendance. Although an estimated price may have been provided, all works will be billed on a time and materials basis at the discretion of the company. The stated price seen on your estimate is liable to increase or decrease depending on the works required. Errors and Omissions Apply (E&O) to all estimates and invoices.

3. Client Cancellations

In the event that a cancellation is made by you within 7 days of the agreed start date, the full amount of the estimate will be due as a cancellation fee (this does not include if the start date has been agreed within the 7 day period). If a cancellation is made in excess of 7 days prior to the start date no fee will be incurred. Any costs incurred due to a cancellation or postponement will be charged to you.

4. Client Postponements

Postponements with an agreed alternative start date will not incur a cancellation fee. Only two postponements per job will be permitted before being assumed as a cancellation and incurring a fee. Any costs incurred due to a cancellation or postponement will be charged to you.

5. Cancellation (the company)

We reserve the right to refuse or cancel any works at any time for reasons including but not limited to:

- Conflict of interest
- Concerns with danger to health or safety
- Interference from external influences (e.g. weather, politics or economical reasoning)
- Errors in the description or prices of services
- Changing of previously agreed arrangements by the client

6. Prices Policy

The Company reserves the right to revise its prices at any time prior to the issuing of an estimate.

The prices stated may be revised by the Company subsequent to accepting an estimate in the event of any occurrence affecting delivery caused by government action, variation in customs duties, increased shipping charges, higher foreign exchange costs and any other matter beyond the control of the Company. In that event, You will have the right to cancel Your arranged services.

7. Invoices

Invoices will be issues to you upon completion of works or in stages as agreed prior to work commencing.

All invoices will be issued with a 7 day payment term, meaning that 7 days after the invoice is issued to you the amount in full will be due. All invoice will be subject to VAT at the relevant rate. In the event that an invoice becomes overdue you will be notified automatically with a reminder on the: 1st, 7th and 30th days of the invoice being overdue and no payment received. I the event that the invoice reaches 60 days overdue without prior arrangement or a payment plan in place, a credit recovery agency will be contacted to pursue the outstanding funds.

8. Payments

Payment can be made through the various payment methods that we have available (for the transfer of monies in the currency of GBP sterling):

- Bank Transfer [preferred]
- Credit Card
- Debit Card
- Cheque
- Cash
- PayPal
- Apple Pay
- Google Pay

We do NOT accept:

- AMEX
- Digital Currencies (Bitcoin etc)
- Foreign Currencies

9. Liability

The company does not accept liability for any injuries to the client or other persons. The company does also not accept liability for loss or damage to property.

10. Warranty and Your Rights

All works carried out where materials are supplied and fitted by the company will be eligible for a One Year installers warranty where all defective materials will be replaced free of charge. Any faults reported to the company after the first year of the installation completion date will not be covered by a warranty provided by the company. All repair works for fault materials after this first year will be subject to labour costs. Warranty on materials after this one year period will be at the discretion of the manufacturer(s).

Our internal warranty procedure does not affect your statutory rights.

11. Governing Laws

The company is obliged to conduct its work in accordance with UK law. All electrical works are carried out in accordance with:

- BS7671:2018 Institute of Engineering Technologies Wiring Regulations 18th Edition
- Manufacturer's instructions

12. Grievances

In the rare event that you have a grievance with company, the following complaints procedure will be adhered to:

- 1) Grievance brought to the attention of the company by you
- 2) Issuing of an apology on behalf of the company
- 3) Resolution attempt through means of rectification or compensation
- 4) In the event of no resolution available - Loggin of complain in formal complaints log

13. Changes to These Terms and Conditions

We reserve the right, at Our sole discretion, to modify or replace these Terms at any time. If a revision is material We will make reasonable efforts to provide at least 30 days' notice prior to any new terms taking effect. What constitutes a material change will be determined at Our sole discretion.

By continuing to access or use Our Service after those revisions become effective, You agree to be bound by the revised terms. If You do not agree to the new terms, in whole or in part, please stop using the website and the Service.

14. Contact Us

If you have any questions about these Terms and Conditions, You can contact us:

- By Phone: 07528 840 134 or 01362 858 634
- By email: sedgetek@gmail.com