

**1. Conditions of Sale and Supply**

1.1 These conditions apply to all contracts for the supply of services and the sale of equipment by us to you, to the exclusion of all other standard or printed terms and conditions. You may purport to apply in any purchase order, confirmation of order or other documentation and all previous terms and conditions. Any variation of these Conditions or additional or special terms and conditions will not apply unless We agree to them in writing.

1.2 Any advice or recommendation given by Connect-it Ltd or its employees as to the storage, application, installation or use of any goods which are not confirmed in writing by Connect-it services Ltd is followed or acted on entirely at the customer's own risk, and accordingly Connect-it Ltd shall not be liable for any such advice or recommendation which is not so confirmed.

**2 Interpretation:-**

2.1 Connect-it services Ltd trades under the name of Connect it electrical services. And a sister company of CIE Holdings Ltd.

2.2 "Customer" means any person or persons, business or public body accepting an estimate or quotation or requesting work to be carried out or goods to be supplied, either verbally or in writing.

2.3 "Goods" means any item or items supplied by Connect-it services Ltd including all sundries remain are properties until paid in full.

2.4 "Work" or "installation" means any work including materials and sundries carried out by employees of or subcontractors to Connect-it services Ltd.

**3 Orders:-**

3.1 The customer shall be responsible to Connect-it services Ltd for ensuring the accuracy of the terms of any order or request for goods or works to be carried out with regard to amounts, and positions where goods are to be installed (inc. numbers of sockets switches etc and positions of same). If no detailed instructions are given, Connect-it services Ltd will install goods supplied where they consider the best position to be, and any necessary alterations will be chargeable to the customer.

**4 Delivery and Commencement of work:-**

4.1 Any dates quoted for delivery of goods or commencement of work are approximate only and Connect-it Ltd shall not be liable for any delay in delivery of goods or commencement of work how so ever caused. Time for delivery of goods or commencement of work shall not be of the essence unless previously agreed by Connect-it services Ltd in writing. Goods may be delivered or work commenced in advance of the quoted date upon giving reasonable notice to the customer. If Connect-it Ltd fails to deliver goods or commence work for any reason other than a cause beyond the reasonable control of Connect-it services Ltd, then Connect-it Ltd will become liable to the customer, the liability shall be limited to the excess (if any) of the cost to the customer (in the cheapest available market) for similar goods or services to replace those not delivered or carried out over the price of goods or services quoted by Connect-it services Ltd.

**5 Works/Installations:-**

5.1 All estimates/quotations are based on the work being carried out between the hours of 8am and 5pm Monday to Friday excluding Bank Holidays.

5.2 All estimates/quotations are based on our electricians having free and safe working access to allow them to carry out their work without interruptions.

5.3 Connect-it services Ltd may employ without notice to the customer subcontractors to carry out the work/installation in whole or part. Connect-it services Ltd shall be entitled to make a reasonable additional charge if there are any unforeseeable problems with any installation beyond the control of Connect-it services Ltd, (e.g., if when making a hole in brickwork the wall is found to be weak and collapses, or when drilling a wall for any reason an electrical gas, communication, data or water supply is hit and cause damage).

5.4 If an estimate or quotation is for addition or modification to an existing system, Connect-it services Ltd will carry out the work detailed in the estimate/quotations properly but do not accept responsibility for any subsequent malfunction which may arise from a defect which was already present on the existing installation and any work necessary to correct the defect will be chargeable to the customer. Connect-it Ltd will take every care to ensure existing elements of any installation are compatible with any goods recommended by Connect-it services Ltd, but cannot be held responsible for any unforeseeable problem that may arise from any installation.

**6 The Customer will be responsible for the following:-**

6.1 Clearing and replacing furniture and other household objects, carpets, vinyl and special flooring such as parquet, tiling or hardwood from site of work (including roof space). Connect-it services Ltd will lift and replace softwood floorboards where required.

6.2 The reinstatement of decorations and plaster work. Note: the term "to make good" or "making good" means to repair walls to sand and cement render finish.

6.3 Electric power for power driven tools etc., and for the testing of equipment shall be provided by the customer.

**7 General:-**

7.1 All work requested which Connect-it services Ltd considers to be an emergency, e.g., water leak, gas leak or no central heating in an old person's rest home will take precedence over any other installation or repair work already commenced and will be attended to immediately. Connect-it services Ltd accepts no liability for work not completed in the quoted time due to emergency calls.

7.2 The customer shall be liable for damage to, or loss of work carried out or materials or appliances delivered to the site except such loss or damage as is caused by negligence of Connect-it services Ltd.

7.3 After carrying out any work which has required the electrical supply to be turned off, Connect-it services Ltd will reconnect power supply accordingly. Connect-it Ltd will not however be responsible for any extra work required to remove the supplies main fuse.

7.4 If it is found on start of work that main equipotential Earth bonding is not fitted then this will be charged for at additional cost unless previously agreed.

7.5 The price of goods shall be the quoted price of Connect-it services Ltd and the price quoted will be valid for a period of thirty days. Connect-it services Ltd reserves the right to increase the price of goods and labour by giving notice to the customer at any time before delivery or commencement of work.

**8 Payment:-**

8.1 The price quoted does not include VAT at the appropriate rate this will be applied at the date of invoice.

8.2 The customer shall pay the full price for the goods and/or services on completion of delivery or work carried out unless otherwise agreed in writing by Connect-it Ltd prior to delivery or installation. All goods and installations remain the property of Connect-it Ltd until paid for in full.

8.3 Tenants in rented accommodation who request work to be carried out either verbally or in writing, on behalf of their landlord will become liable for payment if the landlord refuses to pay.

8.4 If the customer fails to pay for goods as requested on the due date, then without prejudice to any other right or remedy available to Connect-it Ltd, then Connect-it Ltd shall be entitled to:-

a) Charge interest on the amount unpaid at the rate of 2.5% per annum above the H.S.B.C. base rate (both before and after any judgment) until full payment is made. (Any part of a month will be treated as a full month for the purposes of calculating interest).

b) Charge the customer a minimum of £25.00 administration fee for any outstanding payment on issue of a third reminder to pay. For outstanding amounts of over £40.00, the administration charge will be 20% of the total sum of the amount outstanding up to a maximum administration charge of £30.00.

9 If any provision of these conditions is held by any competent authority to be invalid or unforeseeable in whole or part, the validity of the other provisions of these conditions and the remainder of the provisions in question shall not be affected thereby.