

Terms & Conditions

J J E ELECTRICAL CONTRACTORS LTD

Part of the J J E GROUP

For all your Electrical Requirements



ELECTRICAL CONTRACTORS

SUPPLY | INSTALL | SERVICE

These Terms & Conditions apply to all services provided by J J E ELECTRICAL CONTRACTORS LTD, whether booked via phone, website, or email. By engaging our services, you agree to the following terms:

Terms & Conditions

1. Company Details

Trading Name: J J E ELECTRICAL CONTRACTORS LTD

Registered Address: 78 Review Road, Neasden, London, NW2 7BD.

Contact: 020 3996 0933 | info@jjelectricalcontractorsltd.com.

We are a fully insured, Part P & City & Guilds Qualified electrical contractor, servicing homes and businesses across the whole of London.

2. Services Provided

We offer a range of electrical services, including but not limited to:

- Electrical installations, repairs, and maintenance
- Fuse box/consumer unit upgrades
- Lighting installation (indoor/outdoor)
- EV charger installations
- Rewiring and fault finding
- Portable Appliance Testing (PAT)
- Emergency electrical callouts
- Over-the-phone or video diagnosis (pre-assessment only)

All services are subject to availability.

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3. Pricing & Callout Charges

Standard Rates (Mon–Sat, 8am–5pm):

- £75 per hour (charged in 20-minute increments after the first hour)
- Minimum 1-hour charge applies
- No standard callout fee within this period

Out-of-Hours (OOH) Charges:

- 5pm–7pm: £60 callout + hourly rate
- 7pm–10pm: £100 callout + hourly rate
- Sundays & Nights (10pm–7am): £200 callout + £90/hr

Additional Fees:

- Travel/time surcharges apply for jobs outside core NW London areas
- Congestion charges apply in Central London zones
- Materials are charged in addition to labour
- Video/Photo Diagnosis Service: £20 (deducted from job if booked)

All prices Do not include VAT as we are not VAT Registered.

We reserve the right to update pricing at any time.

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4. Booking, Deposits & Payments

- Bookings are confirmed upon acceptance of our quote and receipt of a **30% deposit**
- Remaining balance is due upon job completion
- Payments can be made via secure payment link, bank transfer, or card
- We reserve the right to withhold completion certificates or documentation until full payment is received

Day Rates & Package Pricing:

Where day rates or fixed prices apply, these will be agreed in advance in writing.

5. Cancellations & Refunds

- **Cancellations within 24 hours** of the scheduled appointment may incur a charge equivalent to the callout fee or deposit
- Non-attendance or site access issues may also result in a charge
- Refunds for deposits are considered on a case-by-case basis where reasonable notice is provided
- Video/Photo Diagnosis fees are non-refundable once the assessment has taken place

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6. Over-the-Phone & Video Diagnosis

This service provides a preliminary assessment to help identify possible issues and required materials:

- It does **not** constitute formal diagnosis or repair
- We are not liable for injuries or damages resulting from actions taken by customers based on remote advice
- On-site inspection remains necessary for confirmed diagnosis and quotes

7. Workmanship & Liability

- All work is carried out by qualified, DBS-checked contractors, vetted for quality
- We aim to complete work to a high standard and in compliance with Part P regulations
- We are covered by £5 million Public Liability Insurance and Professional Indemnity
- We are not liable for pre-existing faults, hidden defects, or damages unrelated to our work

Exclusions:

- We are not responsible for delays or costs arising from unforeseeable site conditions, access restrictions, or third-party interference
- Customer-supplied materials are used at your own risk

8. Certificates & Compliance

- Where applicable, electrical works will be certified to meet UK regulations
- Certificates may be withheld until full payment is received

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9. Emergency Callouts

- Emergency rates apply outside of standard hours
- Response times may vary based on availability and location
- Safety is our priority; dangerous conditions will be handled with urgency

10. Limitation of Liability

We are not responsible for:

- Indirect, consequential, or financial losses
- Delays beyond our control (traffic, supply shortages, emergencies)
- Damage resulting from customer misuse or non-compliance with advice

Total liability for any claim is limited to the value of the specific job undertaken.

11. Data Protection & Privacy

We handle all personal data in line with GDPR and our Privacy Policy. Photos, videos, and contact details are stored securely and used only for service delivery and communication.

12. Governing Law

These terms are governed by the laws of England and Wales. Any disputes will be handled by the courts of England.

Contact Us

For any questions regarding these Terms & Conditions, contact:

J J E ELECTRICAL | 020 3996 0933 | info@jjelectricalcontractorsltd.com