

# My Guarantee

It is expected that any electrical installation work I perform for you to potentially last for decades as I use quality component parts compliant with British or equivalent European standards which I install to BS7671 and to the building regulations, but for reasons of practicality, all my installation work carries a (non-insurance backed) two-year\*\* goodwill guarantee as standard to give you the peace of mind that in the unlikely event of something going wrong afterwards, it will be put right quickly and without fuss.

## **THE DETAILS**

### **What's covered?**

Any parts and installation methods provided by WTF Electrical Services Ltd. as part of an agreed body of work.

### **What's not covered?**

Consumable items such as incandescent light bulbs, cord flexes or any parts not sourced by WTF Electrical Services Ltd.

### **Example:**

If you want me to install a new lighting circuit in an extension and to fit a ceiling luminaire you have sourced yourself from a high street/online Retailer, my guarantee would cover the physical wiring, switch, circuit breaker, installation method and installation materials where applicable. My guarantee would not extend to the luminaire you have supplied or to consumable components such as light bulbs.

### **Consumable parts:**

Although not covered by my guarantee, such parts when supplied by WTF Electrical Services Ltd. are covered by their usual manufacturer warranty and should be expected to have a reasonable lifespan according to their purchase price point, manufacturer claims and how and where they are being used. For example, if I provide long-life energy efficient or LED light bulbs for your living room and they fail after six months, you can request replacements from me at no charge and I will send the failed units back to the manufacturer.

### **Wear and tear, accidental or malicious damage.**

My guarantee does not cover normal wear and tear or damage inflicted accidentally or maliciously. Knocking a nail through a cable that is buried in the wall directly above a socket outlet, flood from bathroom rendering the kitchen sockets unusable or your neighbour throwing stones at your outdoor security light would require repair work at the advertised chargeable rate.

### **Intruder alarms and CCTV installations.**

My guarantee covers any supplied equipment and the installation work surrounding a burglar alarm or CCTV installation, however WTF Electrical Services Ltd. accepts no liability for loss, injury or damage resulting from the malfunction, failure or deliberate disarming of such equipment. Burglar alarms and CCTV assist in crime prevention and are installed only as a deterrent, not a failsafe.

### **Alterations after completion.**

The final location of any accessories or wiring will be agreed upon before work commences, however if no clear direction has been given then a 'best fit' method will be adopted using my own judgement to ensure the final location of installed accessories measures up reasonably within the confines and dimensions of the surrounding room or location and in compliance, where applicable, with Part M or any other relevant parts of the building regulations. Labour to subsequently alter the placing of accessories or wiring is not covered under my guarantee and would be performed at a chargeable rate, although the work would itself be treated as a separate task and would be guaranteed and certified in its own right.

As an example, if I fit a light switch and you later want it to be moved so you can place a new cupboard against the wall, then the work to move it would not be undertaken under my guarantee on the original installation, but it would be dealt with as a separate new chargeable job. Once completed, the moved switch would itself be covered by my guarantee, valid for 24 months from the date on the invoice.

## **MAKING A CLAIM**

Claiming on my guarantee is as simple as [contacting](#) me. I would aim to make an investigative visit within 7 days (24 hours if heating/hot water is affected) and would treat it with the same high priority as visiting a new customer. Any work which is required under my guarantee would similarly be treated as high priority and scheduled in as soon as possible.

### **Not sure if you're covered?**

If you have a question about my guarantee and what it will cover in relation to any quoted or installed work, feel free to ask. It is a common-sense customer service promise, so there are no hidden catches and I'm happy to put the details in writing. As a rule of thumb, if I supplied it, fitted it and certified it as part of a pre-agreed fixed installation, then it should be covered with no surprises.

### **Not happy?**

If you're not happy then neither am I. [Contact me](#) and let's work it out. As a reputable tradesperson, I do have a [complaints procedure](#) although that should be a last resort I would never expect you to need!

\* \*My two-year guarantee only applies if you pay the related invoice in full within seven days of issue. If paid after seven days, then a 12-month parts-only guarantee applies instead. If not paid in full at all, then your claim will be dismissed.

## **NICEIC GUARANTEE**

In addition to my guarantee, any domestic work that is notifiable to Local Authority Building Control will automatically be processed through NICEIC and will be covered separately by their six-year Platinum Promise. You may also request to be covered by the Platinum Promise for non-notifiable work if you wish. If you believe you may need to claim on this guarantee, please [contact me](#) first for advice and assistance.

The NICEIC guarantee remains effective for six years even if WTF Electrical Services Ltd. ceases trading.

Your statutory rights are not affected. Alterations and clarifications to my guarantee may be made at any time but not to the detriment of completed works. My guarantee is not insurance backed but exists to provide a common-sense resolution to any perceived issues with goods or services as supplied by WTF Electrical Services Ltd.