



Terms and Conditions

1. Installation

1.1. All work completed by JIH Electrical shall comply with BS7671:2017 (2022) and any amendments in force.

1.2. No addition or alteration will be carried out to rubber (VIR) insulated or lead sheath cables.

1.3. Where carpets and floorings require to be lifted, best intentions will be made to avoid damage and refit to an acceptable standard. A professional may be required to refit.

1.4. Unless agreed before work commences, all chases to walls will be left unfilled, building works, ground works & redecoration will be carried out by third party at no extra cost to JIH.

1.5. JIH will always ensure the premises will be clean on completion. However, some additional hoovering/wiping down may be required. JIH accepts no liability for loss of data, damage to frozen, chilled foods or damage to fixtures and fittings.

1.6 Waste – We are no longer able to dispose of Waste or packaging. If it remains under your control, it is deemed as domestic waste if we take control, it becomes Commercial/Industrial waste, and a license is required. All waste will be left in manageable sizes.

1.7 Access – We require reasonable access to areas where work is required, we will not move any heavy furniture or valuable items.

1.8 Rewire – The Quotation issued will be under the assumption that the property is empty, unless agreed otherwise.

1.9 Rewire – The Quotation is under the assumption that the loft space is empty with no sub floors in place.

2. New Consumer Unit

2.1. Before a new consumer unit is installed, the property must have the installation tested to ensure that it is safe to connect to.

2.2. Any faults found during the above must be rectified prior to work commencement.

2.3. It may also be necessary to install new Main Service Bonding to your water or gas supply to comply. This is particularly common in older properties.

2.4. To coincide with the new 18th edition regulations we would advise to install SPD's (Surge Protective Device) in a domestic dwelling to protect against electrical surges. This however comes at an extra cost. Please confirm if you do not wish to have one installed.

3. Pricing

3.1. Estimates/Quotations will be valid for 30 days from the original date.

3.2. Unless clearly stated otherwise, the costs quoted are for working hours between 8.00am and 4.00 pm.

3.3. All Estimates/Quotations assume continuous access to the site for the above hours if required.

3.4. All works required by the customer outside the above working hours may attract a premium rate charge although we do try to be flexible where possible.

3.5 Interest will be charged on overdue accounts and all goods shall remain the property of the supplier until paid in full.

3.6 All extra works not included in the Quotation will be discussed and confirmed with the client and billed separately.

3.7 All wiring accessories are to be installed in white plastic unless agreed and stated on the Quotation.

4. Cancellations

4.1 On acceptance of quoted works you are automatically agreeing to JIH Electrical Ltd Terms & Conditions.

4.2 Cancellation of quoted work that is scheduled needs to be given ahead of 48 hours. Cancellation fees will be charged at the following rates -

- 20% of quote if cancellation occurs within 24 hours of start of agreed work schedule
- 15% of quote if cancellation occurs within 48 hours of start of agreed work schedule

5. 24 Hour Call Out

5.1. The hourly rate will be charged at £75.00 per hour.

5.2. If JIH cannot fix the problem during the night, we aim to get the supply safe for partial use until a further appointment is made.

5.3. Materials are charged at normal costs.

6. Warranty

6.1. All installations carried out by JIH Electrical are covered for a period of 1 year from the date of the invoice.

6.2. Security alarms are fitted with a tamper seal – if this is damaged, the warranty is void.

6.3. Cover does not extend to goods supplied by a third party, physical damage or misuse.

6.4 All materials are covered with a manufacturer's warranty. (

7. Payment

7.1. Unless by prior agreement, payment should be made in full on completion of the specified works to JIH ELECTRICAL LIMITED.

7.2. Where projects require first and second fix quotes, part payment may be required (see quote for further details).

7.3. Payment is accepted by cash or bank transfer.

7.4. In the event of non-payment, JIH reserve the right to withhold any certificates for works carried out until full payments are received.

7.5 VAT - Unless indicated otherwise, all sums payable under contract or agreement will be charge at the rate of 20%.

8. Our Platinum Promise

By choosing us as an NICEIC certified business, we can give you peace of mind. We work to the highest of standards and you will be backed up by the NICEIC Platinum Promise.

Put simply, our Platinum Promise is a guarantee. If an NICEIC certified business carries out work that falls within their scope of certification but it turns out to be noncompliant – and have ceased trading – then the NICEIC will step in. At no extra cost to you, the NICEIC will employ another business to rectify the non-compliant work. Subject to the Platinum Promise Conditions & Exclusions outlined below:

1. The NICEIC Platinum Promise is only applicable for work completed on domestic properties within the last six years.
2. Claims are limited to the evidenced maximum contract/invoice value, up to a maximum of £25,000 for any one contract.
3. If your complaint requires immediate action you may wish to consider an alternative route, as the NICEIC are not able to provide an 'emergency service' response.
4. You must provide clear evidence of non-conformities relating to the work before a claim can be accepted.
5. Claims associated to maintenance or lack of certification/notification are the responsibility of homeowners and will not be accepted.

JIH Electrical Limited is a company registered in England and Wales, Reg No. 09035799. VAT registration number 398857314

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