

## **Where to find information about us and our services**

You can find everything you need to know about us, DANBRO ELECTRICAL SERVICES LIMITED registered in England and Wales with company number 11456098, and our services on our website before you order. We also confirm the key information to you in writing before or after your order, either by email or on paper.

## **We only accept orders when we've checked them**

We contact you to confirm we've received your order and we accept it when we supply the service to you.

## **Sometimes we reject orders**

Sometimes we reject orders, for example, because a credit reference we have obtained is unsatisfactory, because you are located outside the UK or because the service was mispriced by us. When this happens, we let you know as soon as possible and refund any sums you have paid.

## **We charge you when we supply your service or products**

However, for some services we take payment either upfront or at regular intervals, as explained to you during the order process.

## **We charge interest on late payments**

If we're unable to collect any payment you owe us we charge interest on the overdue amount at the rate of 4% a year above the Bank of England base rate from time to time. This interest accrues on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You pay us the interest together with any overdue amount.

## **We pass on increases in VAT**

If the rate of VAT changes between your order date and the date we supply the service, we adjust the rate of VAT that you pay, unless you have already paid in full before the change in the rate of VAT takes effect.

### **We're not responsible for delays outside our control**

If our supply of your service is delayed by an event outside our control, such as shortages of stock, failures of communication systems or the internet, pandemic etc, we contact you as soon as possible to let you know and do what we can to reduce the delay. As long as we do this, we won't compensate you for the delay, but if the delay is likely to be substantial you can contact us to end the contract and receive a refund for any services you have paid for in advance, but not received, less reasonable costs we have already incurred.

### **Products can vary slightly from their pictures**

A product's true colour may not exactly match that shown in our marketing or its packaging may be slightly different.

### **You're responsible for making sure your measurements are accurate**

If we've asked you for measurements relating to the service, you're responsible for making sure those measurements are correct.

### **We charge you if you don't give us information we need or do preparatory work as agreed with us**

We charge you additional sums if you don't give us information we've asked for about how we can access your property to provide the service or if you don't do preparatory work to prepare for the services, as agreed with us (eg if furniture or other items need to be moved). For example, we might need to return with extra manpower to complete the services.

### **Points to remember in your home**

Whilst we are in your home, we will of course use reasonable endeavours not to cause damage and to clean up after ourselves, however, you must appreciate that sometimes it is in the nature of the services that we provide that holes need to be drilled; channels need to be dug in walls or ceilings and floorboards and carpets need to be lifted. Although we will do our best to replace and rough patch such items where we can, we are not plasterers, professional cleaners, carpet layers or decorators and you will therefore need to engage with suitable contractors to achieve a final finish.

Whilst we are in your home it is your responsibility to keep your pets under control, secure and away from the areas in which we are working. We cannot be held liable for injuries to pets whilst we carry out the works or in the event that pets should escape from your house. Please remember that it is in the nature of the work that we do that we may need to leave windows or doors open.

**If you ordered our services over the telephone, via email, online or on your doorstep, you have a legal right to change your mind**

**Your legal right to change your mind.** For most of our services bought online, by email, over the telephone or on your doorstep, you have 14 days after the date we confirm your order to change your mind, and where you have ordered goods you have 14 days from the date that the goods are delivered to change your mind but:

You can't change your mind about an order for:

- services, once these have been completed (and you must pay for any services provided up the time you cancel);
- goods that are made or altered to your specifications or are clearly personalised; and
- goods which become mixed inseparably with other items after their delivery eg wiring or components that have been installed.

**You have to pay for services you received before you change your mind.** If you bought a service we don't refund you for the cost of the services supplied before you told us you'd changed your mind.

**How to let us know and what happens next.** If you change your mind contact us straight away and let us know. There is a formal cancellation form that you can use if you wish. A copy of that form is set out at the end of these terms or is available from us on demand. However, you do not need to use this form.

Where applicable and where you have paid us in advance, we refund you as soon as possible and within 14 days of you telling us you've changed your mind. We refund you by the method you used for payment. We don't charge a fee for the refund.

**We can change services and these terms**

**Changes we can always make.** We can always change a service or a product:

- to reflect changes in relevant laws and regulatory requirements; and
- to make minor technical adjustments and improvements, for example to address a security threat.

**We can end our contract with you**

We can end our contract with you for a service and claim any compensation due to us if:

- you don't make any payment to us when it's due and you still don't make payment within 7 days of our reminding you that payment is due; or

you don't, within a reasonable time of us asking for it, provide us with information, cooperation or access that we need to provide the service, for example, you refuse to grant us access to your property or in our opinion it is dangerous to supply the services.

### **We don't compensate you for all losses caused by us or our services**

We're responsible for losses you suffer caused by us breaking this contract unless the loss is:

- **Unexpected.** It was not obvious that it would happen and nothing you said to us before we accepted your order meant we should have expected it (so, in the law, the loss was unforeseeable).
- **Caused by a delaying event outside our control.**
- **Avoidable.** Something you could have avoided by taking reasonable action, including following our reasonable instructions for use.
- **A business loss.** It relates to your use of a product or our services for the purposes of your trade, business, craft or profession.

### **We use your personal data as set out in our Privacy Notice**

How we use any personal data you give us is set out in our Privacy Notice which is available on our website.

### **Other important terms apply to our contract**

**We can transfer our contract with you, so that a different organisation is responsible for supplying your service.** We'll contact you to let you know if we plan to do this. If you're unhappy with the transfer you can contact us to end the contract and we will refund you any payments you've made in advance for services not provided.

**You can only transfer your contract with us to someone else if we agree to this.**

**Nobody else has any rights under this contract.** This contract is between you and us. Nobody else can enforce it and neither of us will need to ask anybody else to sign-off on ending or changing it.

**If a court invalidates some of this contract, the rest of it will still apply.** If a court or other authority decides that some of these terms are unlawful, the rest will continue to apply.

**Even if we delay in enforcing this contract, we can still enforce it later.** We might not immediately chase you for not doing something (like paying) or for doing something you're not allowed to, but that doesn't mean we can't do it later.

### **Model Cancellation Form**

*(Complete and return this form only if you wish to withdraw from the contract)*

To DANBRO ELECTRICAL SERVICES LIMITED

Address:

Email:

Telephone:

I/We [\*] hereby give notice that I/We [\*] cancel my/our [\*] contract of sale of the following goods [\*]/for the supply of the following service [\*],

Ordered on [\*/received on [\*],

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date

[\*] Delete as appropriate

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