



Terms & Conditions

WirePro Electrical Limited

These Terms & Conditions apply to all domestic and commercial electrical works carried out by WirePro Electrical Limited (“WirePro”, “we”, “us”, “our”). Where the client is acting in the course of a business, additional terms applicable to commercial clients shall apply as set out below. By paying a deposit, confirming a booking date in writing, or instructing us to proceed with works, you confirm that you have read, understood, and agreed to be bound by these Terms & Conditions.

1. Scope of Works & Variations

The scope of works will be set out in full within the written quotation provided by WirePro. Acceptance of the quotation is confirmed when the client pays the required deposit, or where no deposit is required, when the client confirms acceptance in writing.

Any work not expressly included within the accepted quotation shall be treated as a variation and may result in additional charges. Where further works are identified, these will be issued either as a new quotation or as an amended quotation, and must be agreed by the client in writing before such works commence.

Where minor additional works are requested by the client whilst on site, these will be charged at a rate of £80 per hour and must be agreed in writing by SMS or email prior to commencement. Such charges will be added to the existing quotation or invoiced separately.

WirePro takes all reasonable steps to accurately price works; however, the full condition and complexity of electrical wiring cannot always be determined until works begin. Where it becomes apparent that the works are significantly more complex or time-consuming than originally anticipated, WirePro reserves the right to amend the quotation accordingly. No further works will be carried out until the revised costs and/or timescales have been agreed by the client in writing or an additional deposit has been paid.

2. Client Responsibilities & Site Conditions

The client is responsible for ensuring that safe, clear, and unrestricted access is provided

to the property and all areas required for the completion of the works. The client must ensure that children, pets, and any vulnerable persons are kept away from work areas at all times to maintain a safe working environment.

Where access to required areas is refused, restricted, or not reasonably available, WirePro may be unable to complete the works. In such circumstances, 75% of the total quoted fee shall remain payable, unless otherwise agreed in writing.

WirePro reserves the right to suspend or stop works immediately if the site is deemed unsafe, without liability for any resulting delays or additional costs.

Where the client is a commercial entity, the client confirms that all required risk assessments, method statements (RAMS), permits to work, and asbestos surveys have been completed where applicable and provided to WirePro prior to the commencement of works. WirePro shall not be liable for delays, additional costs, or damages arising from the absence or inaccuracy of such documentation.

Where required by law, commercial clients are responsible for providing suitable welfare facilities for the duration of the works.

3. Payment Terms

Unless otherwise agreed in writing, final payment of all invoices is due within 14 calendar days of the invoice date. Failure to make payment within this timeframe may result in interest being charged at a rate of 8% above the Bank of England base rate.

WirePro reserves the right to suspend any ongoing or future works and to pursue recovery of unpaid sums, including legal action where necessary.

In the case of commercial clients, WirePro reserves the right to recover all reasonable costs incurred in the collection of overdue payments, including but not limited to administrative costs, legal fees, and debt recovery charges, in accordance with the Late Payment of Commercial Debts (Interest) Act.

All prices are exclusive of VAT unless stated otherwise.

4. Deposits

A deposit of between 30% and 50% of the quoted value may be required prior to the

ordering of materials and in order to secure a booking date. The deposit amount will be confirmed at the time of quotation.

Once materials have been ordered, deposits are non-refundable. The client may reschedule the booking date a maximum of two times within a six-month period, subject to availability. After six months, the deposit will be forfeited and the booking cancelled.

If WirePro cancels the appointment and both parties agree that the works will not proceed, the deposit will be refunded in full.

5. Materials & Ownership

All materials supplied by WirePro shall remain the property of WirePro until payment has been made in full. Where payment is not received within the agreed timeframe, WirePro reserves the right, where lawful and reasonable, to remove any unpaid materials from site.

6. Subcontractors

WirePro reserves the right to engage subcontractors where necessary. All subcontractors used by WirePro will be appropriately qualified, fully insured, and DBS checked where required.

Client permission is not required for the use of subcontractors; however, the client will always be informed in advance of who will be attending the site or property.

WirePro remains fully responsible for the standard and completion of all subcontracted works.

7. Certification & Compliance

All electrical works will be carried out in accordance with BS 7671 (IET Wiring Regulations) and Part P of the Building Regulations, where applicable.

Electrical certification will be issued only once full payment has been received. WirePro reserves the right to withhold certification until all outstanding balances are settled. For the avoidance of doubt, certification shall not be deemed a condition precedent to payment.

8. Faults, Defects & Warranty

WirePro provides a 12-month workmanship guarantee from the date of completion of the works. This guarantee applies solely to workmanship carried out by WirePro.

The guarantee does not cover faults arising from client-supplied materials, misuse, neglect, unauthorised alterations, or third-party interference. Any call-outs relating to excluded issues may be chargeable.

9. Existing Installations

WirePro shall not be held responsible for faults, defects, or non-compliance within existing electrical installations.

Where unsafe wiring or installations are discovered during the course of works, additional remedial works may be required. Such works will be charged at £80 per hour or at an agreed fixed price, subject to the client's written approval.

WirePro reserves the right to refuse to energise or reconnect unsafe installations. In such circumstances, up to 75% of the quoted fee shall remain payable, unless otherwise agreed in writing.

10. Delays & Additional Visits

WirePro shall not be liable for delays caused by restricted access, late instructions or decisions, or the actions of other trades or third parties.

Where additional visits are required due to factors outside WirePro's control, these will be chargeable at £80 per hour or at an agreed price confirmed in writing.

Where delays or additional visits arise due to the actions or omissions of other contractors, site management, or third parties, WirePro reserves the right to charge for additional time, visits, or costs incurred.

11. Cancellations & Consumer Rights

Cancellations must be provided in writing with a minimum of 48 hours' notice. Where materials have already been ordered, the deposit shall be retained as the cancellation fee.

Nothing in these Terms & Conditions affects the statutory rights of consumers under UK consumer protection legislation.

12. Damage & Making Good

WirePro will take reasonable care to minimise disruption and damage while carrying out works. Any making good is strictly limited to electrical works only. Decorating, plastering, filling, or painting is excluded unless expressly stated within the quotation.

13. Liability & Insurance

WirePro holds Public Liability Insurance up to £1,000,000. Evidence of insurance is available upon request.

WirePro's liability is limited to the value of the contract or the level of insurance cover held, whichever is lower. WirePro accepts no liability for indirect, incidental, or consequential losses.

Where the client is acting in the course of a business, WirePro shall not be liable for any loss of profit, loss of business, loss of contracts, business interruption, or any indirect or consequential losses, however caused.

14. Photographs & Marketing

By paying a deposit or agreeing in writing for works to commence, the client consents to WirePro taking before-and-after photographs of the works.

No personally identifiable information will be used without the client's consent. Photographs may be used for marketing purposes, including on the WirePro website and social media platforms.

15. Working Hours & Power Interruptions

WirePro offers evening and weekend appointments where available. The client acknowledges that temporary isolation of electrical power may be required during works.

WirePro reserves the right to postpone works where conditions are deemed unsuitable or unsafe. Any additional costs arising will be assessed on a case-by-case basis.

16. Governing Law

These Terms & Conditions shall be governed by and construed in accordance with the laws of England and Wales.



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