

# MJP Electrical Services Ltd

## Full Terms & Conditions (Updated 2026)

### Key Customer Terms Summary

Appointments require 48 hours' notice to cancel or reschedule.

Cancellations within 48 hours incur a £57 + VAT charge.

Missed appointments / no access incur a £95 + VAT charge.

Same-day emergency bookings are non-refundable once confirmed.

### 1. Parties, Definitions and Interpretation

Customer means the person for whom the Works are carried out. Works means services described in estimates, booking confirmations or agreements.

### 2. General

All estimates, orders and instructions are governed by these terms. These terms override any other terms unless agreed in writing.

### 3. Estimates and Variations

Estimates are subject to change depending on materials, labour and site conditions. Prices may increase accordingly.

### 4. The Works

Descriptions and illustrations are indicative only and do not form part of the Contract.

### 5. The Price

All prices are exclusive of VAT unless stated otherwise.

### 6. Payment

Payment is required to confirm bookings where applicable. Full payment is due upon completion unless otherwise agreed. Certificates are issued once paid in full.

### 7. Commencement and Completion

Dates are estimates only. MJP Electrical is not liable for delays beyond its control.

### 8. Inspection of Works

The Customer must inspect works within 7 days and notify defects in writing.

## **9. Indemnity**

The Customer indemnifies MJP Electrical against third-party claims arising from breach of contract.

## **10. Whole Agreement**

These terms constitute the entire agreement between the parties.

## **11. Limitation of Liability**

Liability is limited to repair of defects and reasonable reinstatement costs where negligence applies.

## **12. Access**

The Customer must provide safe and suitable access for engineers.

## **13. Defects**

MJP Electrical will remedy defects within 6 months where applicable and subject to conditions.

## **14. Force Majeure**

MJP Electrical is not liable for delays due to events beyond its control.

## **15. Customer Liability**

The Customer is responsible for ensuring safe working conditions and necessary utilities.

## **16. Cancellation**

16.1 Customers must provide not less than 48 hours' notice to cancel or reschedule.

16.2 Cancellations within 48 hours will incur a £57 + VAT charge.

16.3 If an engineer attends and access cannot be gained, a £95 + VAT charge will be applied.

16.4 Same-day emergency bookings are non-refundable once confirmed.

16.5 Cancellation of quoted works remains subject to original percentage terms.

## **17. Removal of Waste**

The Customer is responsible for waste removal unless agreed otherwise.

## **18. Frozen Pipes**

MJP Electrical is not liable for damage caused by frozen pipes.

## **19. Waiver and Variation**

No waiver or variation is effective unless agreed in writing.

## **20. Additional Works**

Additional faults identified may result in revised quotations or additional charges.

## **21. Existing Installations**

MJP Electrical is not responsible for installations not carried out by the company.

## **22. Fault Finding**

Fault identification is not guaranteed within the initial visit.

## **23. Photographic Evidence**

Photographs may be taken for documentation, compliance and dispute resolution.

## **24. Customer Conduct and Site Safety**

Work may be suspended where conditions are unsafe or abusive behaviour occurs. Charges may still apply.