THE EMERGENCY ELECTRICIANS

PART OF SB ELECTRICAL GROUP

Terms & Conditions

Emergency call-outs, fault finding and electrical repairs

CONTRACTING COMPANY	REGISTRATION	VERSION	LAW
SB Electrical Group Ltd Company no. 16218427	NAPIT member 75762	2.0, November 2026	England and Wales

These terms apply whenever The Emergency Electricians attends your property or carries out work for you. Please read them before you book. **By asking us to attend you agree to them.**

Read these first

The six points most likely to matter on the day. The full terms follow and the clause numbers show where each one is set out.

1 Call-out fee is paid upfront
You pay the call-out fee before the engineer sets off. It is not refunded once they are on the way, even if the fault cannot be fixed on that visit. CLAUSES 4.1, 5.1

2 The call-out is a diagnosis
It covers attendance, fault finding and making safe. It does not guarantee that your power will be fully restored on the first visit. CLAUSES 2.1, 2.2

3 Safety comes before power
If we find a danger we may leave a circuit or the whole supply switched off until it has been properly repaired. CLAUSE 2.4

4 No repair without your say-so
Anything beyond the call-out is priced first and only goes ahead when you approve it. CLAUSE 3.1

5 Late payment costs more
Overdue invoices carry interest and you will be liable for our reasonable costs of recovering the debt. CLAUSES 4.5 TO 4.7

6 Your legal rights are protected
Nothing in these terms takes away the rights the law gives you as a consumer. CLAUSES 8.6, 9.1

1 WHO WE ARE AND HOW THESE TERMS WORK

1.1 The Emergency Electricians is a trading name of **SB Electrical Group Ltd**, a company registered in England and Wales under number 16218427 with its registered office at 28 Acorn Close, Manchester M19 2HS. In these terms "we", "us" and "our" mean SB Electrical Group Ltd. Your contract is with that company.

1.2 "You" means the person or organisation that books our service. If you book on behalf of someone else, for example as a landlord, letting agent, tenant or employee, you confirm that you have authority to do so. You remain responsible for payment unless we agree in writing to invoice another party.

1.3 You are a **Consumer** if you are an individual dealing with us wholly or mainly outside your trade, business or profession. Otherwise you are a **Business Customer**. Some clauses apply to only one of these and say so.

1.4 A contract is made when you ask us to attend and we confirm the booking, whether by phone, message or in writing. These terms govern that contract and any further work we agree to do for you. You can accept them by signing or typing your name in the acceptance box, by replying "I accept" to the message that contains them or by allowing our engineer to start work. They apply in place of any terms you send us unless we accept yours in writing.

1.5 We are registered with NAPIT (member number 75762). We carry out our work in accordance with BS 7671, the IET Wiring Regulations, so far as it applies to the work we do. Emergency measures taken to make an installation safe may be temporary and we will tell you when they are.

2 THE EMERGENCY CALL-OUT

2.1 The call-out fee covers travel to your property, investigating and diagnosing the fault you reported and making the installation safe. If the fee includes only a set amount of time on site we will tell you when you book.

2.2 Fault finding is investigative work. We cannot promise that the cause will be found or that your supply will be fully or permanently restored during the first visit. Some faults are intermittent or hidden and some lie in equipment we are not permitted to work on.

2.3 Arrival times are estimates. We will always attend within a reasonable time but traffic, weather and earlier emergencies can delay us and we do not guarantee a time of arrival.

2.4 Safety comes before restoring power. Where we find a danger we may isolate a circuit, an appliance or the whole installation and decline to reconnect it until it has been properly repaired. We will explain what we have isolated and why and may give you a written danger notice.

2.5 We do not work on equipment that belongs to the electricity network operator or your energy supplier, such as the service cut-out, its fuse and the meter. If the fault lies there we will tell you who to contact. The call-out fee still applies.

2.6 Tracing a fault can mean removing accessories, lifting floor coverings or boards or opening up part of the building fabric. We will ask you first where this goes beyond removing accessories. We take reasonable care, but making good decoration, plaster or flooring is not included unless we have quoted for it.

2.7 Restoring part of the supply or carrying out a temporary repair is not a completed repair. We will tell you what further work is needed.

3 FURTHER WORK AND QUOTES

3.1 Any repair, replacement or upgrade beyond the call-out is **Further Work**. We will explain what is needed and give you a fixed price or, where that is not possible, an hourly rate with an estimate. We start only when you approve. You may approve in person, by phone or by message and we will keep a record of it.

3.2 A price given during a visit is valid for that visit. A written quote is valid for 30 days unless it says otherwise.

3.3 A quote covers only the work it describes. If we uncover something we could not reasonably have foreseen, such as concealed damage or earlier work that does not meet the regulations, we will stop, explain and agree any change in price with you before continuing.

3.4 Materials we supply remain our property until they have been paid for in full.

3.5 Where Further Work has to be certified or notified under the Building Regulations we will arrange it. We may hold back certificates and reports until our invoice is paid, except where the law requires us to issue or notify sooner.

4 PRICES AND PAYMENT

4.1 We will tell you the call-out fee when you book. It must be paid in full before the engineer sets off unless we have agreed otherwise in writing. We are not obliged to attend until it has been paid.

4.2 We may also ask for a deposit for materials before starting Further Work. If a payment requested in advance is not made we may decline or postpone the work.

4.3 Unless we agree otherwise in writing, all other sums are payable on the day when the work is completed. Where we have agreed to invoice you, payment is due within 7 days of the invoice date.

4.4 We accept card, bank transfer and cash and will give you a receipt.

4.5 **CONSUMERS** If you do not pay on time we may charge interest on the overdue amount at 8% a year, calculated daily from the due date until we are paid.

4.6 **BUSINESS** If you do not pay on time we may claim statutory interest and fixed compensation under the Late Payment of Commercial Debts (Interest) Act 1998. At the date of these terms that is interest at 8% a year above the Bank of England base rate plus a fixed sum of £40, £70 or £100 depending on the size of the debt. You must pay in full without set-off or deduction.

4.7 If we have to take steps to recover an overdue amount you will also be liable for the reasonable costs we incur in doing so, including tracing, debt recovery and legal costs, so far as the law allows.

5 CANCELLING, MISSED VISITS AND ENDING A VISIT

5.1 You may cancel an emergency call-out at any time before the engineer sets off and we will refund the call-out fee in full. Once the engineer is on the way the call-out fee is not refundable because the cost of attending has already been incurred.

5.2 If nobody is at the property to let us in we will try to contact you and wait for 15 minutes. If we still cannot gain access the call-out fee is not refunded.

5.3 We may end a visit, and the call-out fee is not refunded, if (a) the site is unsafe to work in, (b) anyone at the property is abusive, threatening or aggressive towards our staff, (c) we are prevented from working or our safety instructions are ignored, or (d) the fault or the property was seriously misdescribed when you booked.

5.4 **CONSUMERS** Because you have asked us to attend urgently, the 14-day cancellation period that normally applies to contracts made by phone, online or in your home does not apply to the urgent repair or maintenance you asked for.

5.5 **CONSUMERS** That cancellation period does apply to Further Work that goes beyond the urgent repair you asked for. You may cancel within 14 days of agreeing to it by telling us clearly by phone, message or email. A cancellation form is available from us on request. If you ask us to start within those 14 days you must pay for the work done up to the time you cancel, and you lose the right to cancel once the work has been fully completed.

5.6 We may cancel or rearrange a booking if events outside our reasonable control prevent us from attending. We will tell you as soon as we can and refund anything you have paid for a visit that does not take place.

6 WHAT WE NEED FROM YOU

6.1 Describe the fault as accurately as you can and tell us about anything you know of that may affect our work or our safety. This includes known defects, earlier electrical work, alterations to the consumer unit, any solar panels, battery storage, generator or EV charger and any asbestos or structural hazard.

6.2 Give us safe access to the property and to the parts of the installation we need to reach. Keep working areas reasonably clear and keep children and pets away from them.

6.3 Follow the safety instructions our engineer gives you. Do not switch back on anything we have isolated.

6.4 We are not responsible for loss or delay to the extent that it results from your not doing these things, and we may charge for time reasonably lost as a result.

7 THE CONDITION OF YOUR INSTALLATION

7.1 We are responsible for our own work. We are not responsible for the condition of the existing installation or for defects that were present before we arrived, including those caused by age, wear, damp or water, rodents, overloading, lack of maintenance or earlier work that did not meet the regulations.

7.2 Older installations can react to being tested, switched off or switched back on. Components already at the end of their life may fail and further defects may come to light. That is not damage caused by us and putting it right is Further Work.

7.3 A fault-finding visit is not a full inspection of your property. Unless we have agreed to carry out an Electrical Installation Condition Report we do not certify the installation as a whole, and there may be defects we were not asked to look for.

8 OUR GUARANTEE

8.1 We will carry out every service with reasonable care and skill.

8.2 Completed Further Work is guaranteed against defects in our workmanship for 12 months from completion, or for any longer period stated on your quote or invoice. If a defect appears in that time, tell us and we will put it right at no charge.

8.3 Materials and equipment carry the manufacturer's guarantee, which we pass on to you.

8.4 A diagnosis is our professional opinion on the evidence available at the time. It is not a guarantee that the fault will not return or that no other fault exists.

8.5 Our guarantee does not cover temporary repairs we have identified as temporary, parts of the installation we did not work on, materials you supplied or problems caused by misuse, accidental damage, alteration by others or events after we left.

8.6 **CONSUMERS** This guarantee is in addition to your legal rights under the Consumer Rights Act 2015 and does not affect them. Citizens Advice can explain those rights.

9 OUR LIABILITY TO YOU

9.1 Nothing in these terms limits or excludes our liability for death or personal injury caused by our negligence, for fraud or for anything else that cannot lawfully be limited or excluded. For Consumers that includes your rights under the Consumer Rights Act 2015.

9.2 If we fail to comply with these terms or to take reasonable care we are responsible for loss or damage you suffer that is a foreseeable result. We are not responsible for loss that was not foreseeable, that was caused by something outside our reasonable control or that results from the matters described in clause 7.

9.3 Where your supply has to stay isolated because it is unsafe, any loss that follows, such as loss of heating, spoiled food or interruption to alarms and equipment, results from the fault and not from our work. We are not responsible for it unless it was caused by our failure to take reasonable care.

9.4 **CONSUMERS** We provide our services to you for domestic and private use. We have no liability to you for loss of profit, loss of business or business interruption.

9.5 **BUSINESS** We are not liable to you for loss of profit, revenue, business, contracts or data or for any indirect or consequential loss. Our total liability for each job is limited to the limit of indemnity under our public liability insurance in force at the time, which we will confirm on request. Terms implied by law are excluded so far as the law permits.

10 COMPLAINTS

10.1 If something is not right please tell us as soon as you can, ideally within 14 days, by emailing info@sbelectricalgroup.co.uk or calling 07703 295654. Telling us early lets us inspect while the evidence is fresh.

10.2 We will acknowledge your complaint within 2 working days and aim to give you a full response within 14 days.

10.3 Please give us a reasonable opportunity to inspect and put right any problem before asking someone else to do so. If you do not, we may not be responsible for the cost of the other contractor's work unless the situation was urgent and we could not attend.

10.4 If we cannot resolve a complaint about the technical standard of our work you may be able to refer it to NAPIT under its complaints procedure.

11 YOUR INFORMATION

11.1 We use your personal information to provide our services, take payment, issue certificates and keep the records we are required to keep. Our privacy notice at theemergencyelectricians.co.uk/privacy explains this in full.

11.2 We photograph faults and our work for our job records. We may use photographs that do not identify you or your property in our training and marketing. Tell the engineer or contact us if you would prefer that we did not.

12 GENERAL

12.1 We are not in breach of these terms or liable for any delay or failure caused by events outside our reasonable control.

12.2 Our engineers may be employees or approved subcontractors of SB Electrical Group Ltd. We remain responsible to you for their work.

12.3 Nobody other than you and us has any right to enforce these terms.

12.4 If a court finds part of these terms unenforceable the rest continue to apply. If we do not insist straight away that you do something these terms require, we can still require it later.

12.5 **BUSINESS** These terms and our written quote are the whole agreement between us.

12.6 These terms are governed by the law of England and Wales and disputes will be decided by the courts of England and Wales. A Consumer who lives in Scotland or Northern Ireland may bring proceedings there instead.

CUSTOMER ACCEPTANCE

THE EMERGENCY ELECTRICIANS · SB ELECTRICAL GROUP LTD

1 On your phone or computer
Tap the boxes below, type your details and send this file back to us by WhatsApp or email.

2 By message
Reply "I accept" by text, WhatsApp or email to the message that contained these terms.

3 On paper
Print this page, sign it and hand it to the engineer or send us a photo.

I confirm that I have read and accept these Terms & Conditions and that I am authorised to book this work at the property below.

FULL NAME

SIGNATURE (sign, or type your name)

PROPERTY ADDRESS

DATE

MOBILE NUMBER

☐ **Tick only if extra work beyond the urgent repair has been agreed (Consumers).** I ask you to start that work now, within the 14-day cancellation period. I understand that I must pay for work carried out if I then cancel and that I lose my right to cancel once the work is complete.

Typing your name in the signature box counts as your signature. Return this page to info@sbelectricalgroup.co.uk or by WhatsApp to 07703 295654.