

# Terms & Conditions

SET Electrical Limited | Last updated: 8 April 2026

## 1. About Us

SET Electrical Limited (Company Number 13080388) is a registered electrical contractor operating in the North East of England. We provide domestic, commercial, and industrial electrical services including installation, maintenance, and 24/7 emergency call-outs.

Contact us at: [info@setelectrical.co.uk](mailto:info@setelectrical.co.uk) | 07734 860557

## 2. Acceptance of Terms

By engaging our services, requesting a quote, or using our website, you agree to be bound by these Terms & Conditions. If you do not agree, please do not use our services.

## 3. Services

We provide the following electrical services:

- Domestic electrical installation and maintenance
- Commercial electrical works
- Industrial electrical projects
- 24/7 emergency call-outs
- Electrical testing and inspection

All work is carried out by qualified electricians in accordance with BS 7671 (IET Wiring Regulations) and relevant UK legislation.

## 4. Quotations and Pricing

All quotations are provided in good faith based on information available at the time. Quotes are valid for 30 days unless otherwise stated. Final pricing may be subject to change if the scope of work changes, unforeseen issues are discovered, or additional materials are required. We will notify you of any changes before proceeding.

## 5. Payment Terms

Payment is due upon completion of work unless otherwise agreed in writing. For larger projects, staged payments may be agreed in advance. We reserve the right to charge interest on overdue invoices in accordance with the Late Payment of Commercial Debts (Interest) Act 1998.

## 6. Your Responsibilities

You agree to:

- Provide accurate information about the work required
- Ensure safe and reasonable access to the premises
- Inform us of any known hazards on site
- Not interfere with work in progress
- Make payment within agreed terms

## **7. Warranties and Guarantees**

We guarantee all labour carried out by SET Electrical for a period of 12 months from the date of completion. This does not affect your statutory rights. Manufacturer warranties apply to materials and components supplied.

## **8. Limitation of Liability**

SET Electrical will not be liable for any indirect or consequential loss arising from our services. Our total liability shall not exceed the value of the contract for the relevant works. Nothing in these terms limits liability for death or personal injury caused by negligence, or for fraud.

## **9. Cancellation**

You may cancel a booked appointment with at least 24 hours notice without charge. Cancellations with less than 24 hours notice may be subject to a call-out charge. For ongoing projects, cancellation terms will be set out in your written quote or contract.

## **10. Complaints**

If you are dissatisfied with our services, please contact us in the first instance at [info@setelectrical.co.uk](mailto:info@setelectrical.co.uk). We aim to resolve all complaints within 14 working days.

## **11. Governing Law**

These Terms & Conditions are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

## **12. Changes to These Terms**

We reserve the right to update these Terms & Conditions at any time. The latest version will always be available on our website. Continued use of our services after any changes constitutes acceptance of the revised terms.