

Terms & Conditions

All appliance testing will be carried out in accordance with The Institution of Engineering and Technology (IET) code of practice For In-Service Inspection and Testing of Electrical Equipment 5th edition.

Earth Neutral Voltage Electrical Equipment Testing accepts no liability for injury, loss or damage, for appliances that are not made available or are inaccessible during the agreed inspection and testing period.

The Customer shall ensure any critical information or data has been protected or backed up prior to the start of the inspection and testing procedure.

Earth Neutral Voltage Electrical Equipment Testing provides insurance cover for public liability. No liability is accepted for business interruption, loss of data or business information, losses to business related services or loss to business profits.

Earth Neutral Voltage Electrical Equipment Testing assumes the customer is fully aware and understands the nature of the tests conducted on the appliances and the inspection and testing is carried out solely at the customer's own risk.

Quotations/Estimates

Quotations are only an estimate of services offered to the customer. This is not an exact total of cost to carry out the work as quotations are based on the information given by the customer. All quotations are dated and valid for 30 days. The final invoice will follow after testing has been completed.

Proforma Invoices

Proforma invoices are issued to cover engineers fuel costs (if charged to the customer), or if an Earth Neutral Voltage Electrical Equipment Testing engineer has attended your site previously and it resulted in a failed job. A proforma invoice will be produced before your next inspection and testing can be booked in.

Invoicing

Invoices are sent out on completion of testing. This will provide the final cost to your inspection and testing service. Payment is due on receipt of receiving your invoice or within 30 days from the date of invoice, failure to pay within 30 days will incur a late payment fee of £45.00. Invoices are sent in PDF format by email. For invoice queries please contact envsafe@outlook.com or call 07843908973.

Payment Terms

Payment can be made by BACS, bank transfer. No cash payments are accepted. Payment terms are strictly payment on receipt of invoice.

Non-Payment

Earth Neutral Voltage Electrical Equipment Testing will pursue all non-payment of invoices firstly with the customer and as last resort through collection or court action. As we work on good faith before payment we expect customers to adhere to the payment terms.

Test Results and Certification

The ownership of all test results and certificates remains the property of Earth Neutral Voltage Electrical Equipment Testing until payment has been received in full. On receipt of payment the test results and certification will be sent to a valid email address provided by the customer.

Cancellation and Failed Confirmed Appointments

Appointments can be cancelled free of charge anytime up to 2 days prior to your appointment otherwise a cancellation charge of £45.00 will occur. If our engineer arrives on-site for a confirmed appointment and is unable to carry out the works for circumstances out of their control, such as the premises being closed or no one on-site a charge of £45.00 will be charged to the customer. At anytime Earth Neutral Voltage Electrical Equipment Testing have to cancel your appointment we will give as much notice as possible, in the event of this we are not responsible for any costs incurred to the customer.

By accepting the quotation and booking an appointment with Earth Neutral Voltage Electrical Equipment Testing the customer is accepting the above terms and conditions.