

OUR COMMITMENT TO YOUR INSTALLATION

2-YEAR WORKMANSHIP GUARANTEE

Guarantee terms and conditions | Please keep with your quotation and invoice

01 Who provides this guarantee

Pure Electric Solutions Ltd (we, us) provides this guarantee to the customer named on our quotation or invoice (you). It covers electrical installation, alteration and repair work carried out by us, including workmanship by subcontractors working on our behalf. It applies to the work identified in that quotation or invoice at the stated property.

02 When cover starts and ends

Cover is included at no extra charge for 24 months from completion of the relevant work. For separately completed stages, each stage has its own completion date. No separate registration is needed. This guarantee applies where it is included with or referred to in your agreed quotation or contract; it does not reduce any longer guarantee already agreed.

03 What we promise

If a defect arises during the guarantee period because of our workmanship, we will inspect it and put the covered work right free of charge, including necessary labour and materials. We will do this within a reasonable time and without significant inconvenience, taking account of the nature and urgency of the problem. If repair is not possible, we will agree an appropriate alternative remedy, without limiting your legal rights.

04 Products and existing installations

This is a workmanship guarantee. It does not itself promise that every product will remain fault-free for 24 months. Manufacturer warranties are separate and subject to their terms. Your legal rights against us for goods we supply remain unaffected; we will not require you to deal only with the manufacturer. Existing wiring, equipment and work by others are outside this guarantee except to the extent that a fault or damage is caused by our work.

05 Inspection and fault finding

For inspection, testing and fault-finding services, this guarantee covers the workmanship involved in any repairs or installation work we carry out. It is not a promise that an entire installation will remain fault-free or that inspection can reveal every concealed or intermittent defect. Our duty to perform all services with reasonable care and skill remains unaffected.

HOW YOUR GUARANTEE WORKS

COVER AND CLAIMS

Clear terms, straightforward support and your legal rights protected

06 What is excluded

This additional guarantee excludes faults to the extent caused by misuse, accidental or deliberate damage, abnormal external events (such as flooding, lightning or supply surges), normal wear, or failure to follow reasonable care and maintenance instructions provided to you. Alterations or repairs by others exclude only faults they cause; they do not automatically cancel the remaining cover. No exclusion applies where the problem results from our defective workmanship or a breach of our legal obligations.

07 How to report a problem

Contact Lee on 07773 342665 or leewardmiet@gmail.com as soon as reasonably possible. Give your name, property address, a description of the fault and, if available, your invoice reference and photographs. Please report faults during the 24 months; a fault arising within that period may be reported afterwards if you could not reasonably have reported it earlier. We can use our records if you do not have the invoice.

08 Access and urgent situations

Please give us reasonable access to inspect and remedy the fault, and an opportunity to put it right where reasonably practicable. Do not delay urgent action needed for safety or to prevent damage. If another electrician must attend urgently, retain their report, photographs and receipts and notify us promptly. This does not automatically invalidate a claim or remove any right to recover reasonable costs under law.

09 Visits outside the cover

There is no charge to rectify a covered workmanship defect. If a reported problem may be outside this guarantee, we will explain any proposed diagnostic, call-out or repair charge and obtain your agreement before undertaking chargeable work. No charge will be made for a remedy that we are legally required to provide free of charge.

10 Repairs and unresolved concerns

A repair under this guarantee does not restart the original 24 months, but does not reduce your rights concerning that repair. If you are unhappy with our response, contact Lee so we can review it and explain our decision. Where required, we will provide details of an appropriate alternative dispute resolution provider and say whether we will participate.

11 Your legal rights

This guarantee is additional to your statutory and contractual rights and does not replace, exclude or restrict them. For consumers, these include rights under the Consumer Rights Act 2015 relating to reasonable care and skill and goods supplied. Legal remedies may remain available after 24 months. Nothing limits liability for death or personal injury caused by negligence, fraud, or anything else that cannot lawfully be excluded.