



STANDARD CUSTOMER DOCUMENT

Terms and conditions

For electrical, controls, fire and security, refrigeration, air-conditioning and associated services. Please read this document with the quotation before accepting it.

Registered office	Unit 12B, Restormel Industrial Estate, Lostwithiel, Cornwall PL22 0HG
Company details	Registered in England and Wales no. 09526062 VAT no. 294 4207 91
Contact	01208 455255 admin@cornwallelectrics.co.uk www.cornwallelectrics.co.uk
Effective date	Applies to quotations issued on or after 8 August 2026

Part B gives additional rights and information for Consumer Customers. Part C applies to Business Customers. Consumer statutory rights are not affected. Project-specific payment stages and assumptions shown in the quotation take priority where these terms say they may do so.

Part A - General terms

These clauses apply to all customers unless Part B or Part C states otherwise.

1. About us and definitions

- 1.1 Cornwall Electrics Ltd, trading as Cornwall Electrics, is referred to as 'we', 'us' or 'our'. The person or organisation named in the quotation is referred to as 'you' or 'the Customer'.
- 1.2 A 'Consumer Customer' is an individual acting wholly or mainly outside their trade, business, craft or profession. A 'Business Customer' is any other customer, including a company, public authority, partnership, charity or sole trader purchasing for business purposes.
- 1.3 The 'Contract' comprises the accepted quotation or estimate, these terms, any schedules or specifications identified in the quotation, and any later variation agreed in writing. 'Works' means the goods and services we agree to provide.

2. Formation of the Contract and document priority

- 2.1 A quotation is our offer to carry out the stated Works. Unless it says otherwise, it remains open for 28 days and may be withdrawn before acceptance. An estimate is a reasonable guide rather than a fixed price.
- 2.2 You may accept through ServiceM8, by signing, by email, by issuing a purchase order which refers to the quotation, or by clearly instructing us to proceed. The Contract is formed when we confirm acceptance, schedule or commence the Works, whichever occurs first.
- 2.3 If documents conflict, the following order applies: a written variation agreed after acceptance; the quotation and its project-specific schedules; these terms; and then any other referenced document.
- 2.4 Terms printed on a Customer purchase order or portal do not replace these terms unless a director of Cornwall Electrics Ltd expressly agrees to that change in writing.

3. Prices, quotations and estimates

- 3.1 A quotation is fixed only for the stated scope, quantities, assumptions, access arrangements and programme. Changes, omissions, inaccurate information, latent conditions and additional work are dealt with as variations.
- 3.2 The quotation will state whether VAT is included or added. A Consumer Customer will be shown the total price payable, including VAT, before accepting. VAT will be charged at the rate legally applicable when the supply is made.
- 3.3 Unless stated otherwise, prices assume continuous and unhindered access during the normal site working hours stated in the quotation. If none are stated, Monday to Friday between 08:00 and 18:00 is assumed. Our published office hours are Monday to Friday 09:00 to 17:00. Out-of-hours, phased or interrupted working is chargeable where not included in the quotation.
- 3.4 After the Contract is formed, the price will only change for an agreed variation, a Customer-caused delay or cost, an unforeseen condition dealt with under these terms, or another change permitted by law. We will explain the basis of any additional charge.

4. Scope, assumptions and exclusions

- 4.1 Only work expressly described in the quotation is included. Drawings, schedules, quantities and Customer instructions are included only where the quotation identifies them.
- 4.2 Unless expressly included, the price excludes moving furniture or stored goods; specialist access equipment; scaffolding; traffic management; parking and permit charges; utility or network-operator charges; builders' work other than ordinary holes and chases needed for the quoted installation; final plastering, decoration or specialist floor reinstatement; hazardous-material removal; and third-party IT, network or software configuration.
- 4.3 High-level equipment, roofs, restricted voids and other areas without safe and suitable access are excluded unless the quotation provides for the required access equipment. Where access cannot safely be obtained, the limitation will be recorded and a return visit may be quoted.
- 4.4 Concealed wiring routes will be used only where stated and reasonably practicable. We will use reasonable care when lifting or moving accessible floor coverings, but specialist removal and final reinstatement are excluded unless expressly included.
- 4.5 Work in specialist, secure or controlled operational environments - including vessels, airside locations, healthcare premises, explosive atmospheres and fuel or chemical sites - is included only when expressly identified in the quotation and when the necessary site information, permits, isolations and controls are available.

- 4.6 Design responsibility, Authorised Person duties, Principal Contractor or Principal Designer duties, and responsibility for another party's design are not included unless expressly accepted in writing.

5. Customer responsibilities and site conditions

- 5.1 You must provide accurate information, identify an authorised contact, and promptly disclose anything that may affect the Works, price, safety or programme.
- 5.2 You must provide safe, timely and unobstructed access; suitable welfare, water and electrical power without charge; and all permissions, landlord approvals, licences, shutdown approvals and site inductions not expressly allocated to us.
- 5.3 Before work starts, you must tell us about asbestos or other hazardous materials, hidden services, structural restrictions, hazardous-area classifications, fire or security impairments, medical or life- safety equipment, sensitive processes, and any critical supply or data systems.
- 5.4 You must remove or protect valuables, fragile items and obstructing furniture; keep occupants, visitors and animals away from the work area; and back up electronic data where the Works could involve isolation or disturbance of equipment.
- 5.5 You must not allow our completed or partly completed work to be altered, energised, tested or interfered with by others without our agreement. We are not responsible for delay, damage or repeat work caused by unauthorised interference.

6. Compliance, electrical safety and existing installations

- 6.1 We will perform the Works with reasonable care and skill and, where applicable, in accordance with legislation, Building Regulations, manufacturers' instructions and the edition of BS 7671 and its amendments applicable to the Works.
- 6.2 We will not follow an instruction that would make the installation unsafe or unlawful. Any permitted departure from a technical standard must be properly designed and recorded and must not result in a lesser degree of safety.
- 6.3 Unless the quotation states otherwise, work that extends or alters an existing installation assumes that the relevant parts are safe, serviceable, accessible and suitable for the proposed work. Existing defects, inadequate earthing or bonding, insufficient capacity and non-compliance are not included merely because they are discovered during the Works.
- 6.4 If we find an immediate danger or condition that prevents safe continuation, we may isolate or make safe the affected equipment and stop work. We will explain the issue and seek authority before CORNWALL ELECTRICS LTD | STANDARD TERMS AND CONDITIONS carrying out further remedial work unless emergency action is necessary to prevent injury or serious damage.
- 6.5 Inspection and testing may require interruption of supplies and disconnection of equipment. Limitations that are agreed or beyond reasonable control will be recorded. An inspection report records the condition found at the time and is not a guarantee against future deterioration or failure.

7. Variations and unforeseen work

- 7.1 A variation includes any addition, omission, change of specification, changed access or programme, Customer instruction, or work made necessary by a concealed or unforeseen condition.
- 7.2 Variations should be authorised in writing through ServiceM8, email, a signed instruction or another durable written record. We will, where reasonably practicable, state the price and programme effect before proceeding.
- 7.3 If opening up or testing reveals a condition that could not reasonably have been identified beforehand, we may pause the affected work and provide options. If no fixed price is agreed, authorised work will be charged at the rates stated in the quotation or, if none are stated, at a reasonable price based on time, materials and directly incurred costs.
- 7.4 Making an installation temporarily safe does not constitute authority to complete permanent remedial work.

8. Materials, equipment and removed goods

- 8.1 Materials we supply will be of satisfactory quality and suitable for their stated purpose. If an item becomes unavailable, we will obtain agreement before making any material change to brand, performance, appearance or warranty.
- 8.2 Customer-supplied goods are installed at the Customer's risk as to selection, compatibility, quality, completeness and manufacturer support. We remain responsible for our installation workmanship, but additional time caused by unsuitable or defective Customer-supplied goods is chargeable.
- 8.3 Special-order, configured or made-to-measure goods may require advance payment. If the Contract is lawfully cancelled, we will only retain or charge sums representing work supplied and reasonable, irrecoverable net costs or losses permitted by law.

- 8.4** For Consumer Customers, risk in goods passes when they or their nominated person take physical possession. For Business Customers, risk passes on delivery to the Site. So far as legally possible, title to unfixed goods remains with us until all sums due for those goods are paid. We have no right to enter premises to recover goods without consent or lawful authority.
- 8.5** Removed materials remain yours unless the quotation includes disposal or you ask us to remove them. Items accepted for removal may be reused, recycled or lawfully disposed of. Hazardous, contaminated and specialist waste is excluded unless expressly included.

9. Programme, access and delay

- 9.1** Dates and durations are reasonable estimates unless the quotation expressly makes a date binding. We will keep you informed of material changes.
- 9.2** We are not responsible for delay caused by matters beyond our reasonable control, including unsafe conditions, restricted access, Customer or third-party delay, utility-provider requirements, supply interruption, severe weather, industrial action or emergency work. We will take reasonable steps to reduce the effect of delay.
- 9.3** Where a Customer-caused delay results in an aborted visit, additional attendance, storage or demonstrable cost, we may charge the reasonable additional amount after explaining it. Any revised programme will be agreed where practicable.

10. Direct delivery and third-party interfaces

- 10.1** The Works described in our quotation are delivered by Cornwall Electrics Ltd through our own directly employed team. We do not subcontract the quoted Works. If a separate utility provider, manufacturer, system designer, Customer-nominated contractor or other third party is required, its appointment, scope, responsibility and payment arrangements will be stated in the quotation or separately agreed in writing.
- 10.2** We are not responsible for the accuracy, performance or delay of information, designs, equipment or work supplied by a separate third party, except to the extent that we expressly accept responsibility or fail to use reasonable care and skill in relying on it. Where a supplier or specialist provides design information - including a fire-alarm system design - our quotation will identify the installation, testing, commissioning or maintenance work that we undertake.

11. Testing, certification and notifications

- 11.1** We will carry out the inspection, testing, commissioning and certification expressly included in the quotation and provide the appropriate electrical or other compliance documentation electronically unless agreed otherwise.
- 11.2** Building Regulations notification, network-operator applications, commissioning records, O&M; information and specialist certificates are included only where stated or legally required for our scope.
- 11.3** Certification relates only to the work inspected or tested and is subject to any recorded departures, observations and limitations. Remedial work identified by inspection is not included unless separately stated.
- 11.4** Unless the quotation states otherwise, compliance documentation is issued once electronically to the Customer contact recorded for the job. A later copy produced from our retained record is a reproduction of the original document; reasonable administration or archive-retrieval charges may apply where permitted by law and advised before supply.

12. Payment

- 12.1** Deposits, advance material payments, interim payments and stage payments are payable as stated in the quotation, invoice or this clause. Unless a different payment period is expressly stated in the quotation, invoices are payable within 7 calendar days. Call-outs and minor works expected to take no more than 7 calendar days may be invoiced on completion unless the quotation states otherwise.
- 12.2** Consumer Customers: where the quotation states that the Works are expected to continue for more than 7 calendar days, we may issue interim invoices weekly in arrears, normally at the end of each working week. If Works expected to take 7 days or less subsequently extend beyond that period because of an agreed variation, a Customer-caused delay or an unforeseen condition dealt with under the Contract, we may give written notice that weekly interim invoicing will apply from the next full working week.
- 12.3** A Consumer Customer's interim invoice may include the value of work properly carried out, materials supplied or delivered to the Site, materials specifically ordered and irrecoverably committed to the Works, agreed variations and other reasonable costs properly incurred for the Works. The weekly payment arrangement will be identified prominently in the quotation where the longer duration is known before acceptance. Payment of an interim invoice does not constitute practical completion, acceptance of incomplete work or a waiver of statutory rights.

- 12.4** Business Customers: where the Works are expected to continue for more than 28 calendar days, or actually continue beyond that period, we may value the Works and issue an interim invoice at the end of each calendar month. The valuation may include work properly carried out, materials delivered to the Site or specifically identified and properly allocated to the Works, approved or instructed variations, plant and other direct costs, and other sums properly due under the Contract.
- 12.5** Unless the quotation states otherwise, the due date for a monthly Business Customer payment is the date of the interim invoice and the final date for payment is 7 calendar days after the due date. Where the Contract is a construction contract to which the Housing Grants, Construction and Regeneration Act 1996 applies, our interim invoice is intended to constitute the payee's payment notice and will state the sum we consider due and the basis of calculation. The Customer must pay the notified sum by the final date unless it gives a valid pay-less notice stating the reduced sum and its basis no later than 1 calendar day before the final date. Statutory provisions prevail where they require otherwise.
- 12.6** Interim invoices are payments on account. The final invoice will show the final Contract value, agreed variations and all interim payments previously invoiced or received.
- 12.7** You must raise any genuine query promptly and provide enough detail for us to investigate. The undisputed part of an interim or final invoice remains payable by its due date.
- 12.8** For Business Customers, payment must be made without set-off, counterclaim or deduction except where required by law or where we agree otherwise in writing. Statutory payment, payment-notice and pay-less-notice rights under construction legislation are unaffected.
- 12.9** If an undisputed payment remains unpaid after the final date for payment, we may, after giving at least 7 calendar days' written notice, suspend further attendance, ordering or delivery. We will leave the installation in a reasonably safe condition. The programme and reasonable costs caused by the suspension may be adjusted, and any statutory right to suspend is preserved.

13. Interest and recovery of late payments

- 13.1** Consumer Customers: if an undisputed sum remains unpaid for more than 14 days after its due date, we may, after written notice, charge simple interest from the fifteenth day at 3 percentage points per year above the Bank of England base rate, calculated daily until payment. We will not impose disproportionate charges or recover twice for the same loss.
- 13.2** Business Customers: we reserve the right to claim statutory interest at 8 percentage points per year above the Bank of England base rate, together with the fixed compensation applicable to each late payment (£40 for a debt up to £999.99, £70 for £1,000 to £9,999.99, and £100 for £10,000 or more) and any further reasonable recovery costs allowed by the Late Payment of Commercial Debts (Interest) Act 1998 and related regulations.
- 13.3** Any bank, court or enforcement cost charged to a Consumer Customer will be limited to the amount reasonably and lawfully recoverable. Interest and recovery rights apply only to sums properly due.

14. Cancellation, suspension and termination

- 14.1** A Consumer Customer's statutory cancellation rights are set out in Part B. A Business Customer's cancellation position is set out in Part C.
- 14.2** Outside a statutory cancellation right, you may ask to cancel before completion. We will act reasonably and take reasonable steps to reduce loss, but you must pay for work supplied, goods transferred or incorporated, non-returnable commitments and reasonable net costs or losses directly caused by cancellation.
- 14.3** We may suspend or terminate after written notice if you materially breach the Contract and do not remedy the breach within a reasonable stated period, fail to pay an undisputed sum, become insolvent, prevent safe performance, or subject our staff to threatening or abusive conduct. Immediate suspension is permitted where safety or security requires it.
- 14.4** On termination, you must pay sums properly due for work and goods supplied up to the termination date. We will return Customer property in our possession, subject to any lawful right of retention, and refund advance payments for work or goods not supplied after deducting sums lawfully due.

15. Workmanship guarantee and NICEIC protection

- 15.1** We guarantee our installation workmanship for 12 months from practical completion or, for separately completed stages, from completion of that stage. This contractual guarantee is additional to and does not restrict a Consumer Customer's statutory rights.
- 15.2** You must notify us promptly of an alleged defect and give us a reasonable opportunity to inspect and, where we are responsible, remedy it. Emergency action by others should be limited to what is reasonably necessary to protect people or property.

- 15.3** The guarantee does not cover fair wear and tear, misuse, accidental damage, lack of maintenance, external causes, existing defects, manufacturer failure outside our responsibility, Customer-supplied goods, or work altered or interfered with by others. Manufacturer warranties will be passed on where transferable.
- 15.4** For eligible work on a dwelling that was within our NICEIC registered scope when completed, the Customer may also have the benefit of NICEIC's Platinum Promise. It is operated by NICEIC, not by Cornwall Electrics Ltd, and is subject to NICEIC's current terms, exclusions, evidence and claim process. At the date of these terms, it generally applies only where the original registered contractor has ceased trading, to qualifying work completed within the previous six years, and up to the lower of the evidenced price paid or £25,000. Customers should check the current NICEIC terms before relying on it. It is not an insurance-backed or extended guarantee supplied by us.

16. Liability and insurance

- 16.1** Nothing in the Contract excludes or limits liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, breach of rights that cannot lawfully be excluded, or any other liability which the law does not permit us to restrict.
- 16.2** For Consumer Customers, we are responsible for loss or damage that is a foreseeable result of our breach or failure to use reasonable care and skill. We are not responsible for business losses arising from a Consumer contract.
- 16.3** For Business Customers, subject to clause 16.1, we are not liable for indirect or consequential loss, or loss of profit, revenue, production, contract, opportunity or anticipated saving. Our total aggregate liability arising out of or in connection with one Contract, whether in contract, tort (including negligence), breach of statutory duty or otherwise, is limited to £5,000,000. Within that total, liability arising from professional, design or advice services is limited to £500,000. Each limit is subject to the reasonableness requirements of applicable law.
- 16.4** We are not responsible for loss caused by a pre-existing defect, inaccurate information, Customer or third-party interference, or the inherent defect of Customer-supplied goods, except to the extent our failure to use reasonable care and skill contributed to the loss. CORNWALL ELECTRICS LTD | STANDARD TERMS AND CONDITIONS
- 16.5** You should maintain appropriate buildings, contents, business interruption and other insurance for the Site and your operations. This does not reduce our responsibility for loss caused by our negligence or breach.

17. Intellectual property, records and personal data

- 17.1** Copyright and other intellectual property in our drawings, calculations, specifications, software configuration and documents remains ours or our licensor's. Once the relevant invoice is paid, you receive a non-exclusive licence to use project documents for operation and maintenance of the installation at the Site.
- 17.2** We may retain job records, photographs, test results and communications for contractual, safety, insurance and legal purposes. Personal data will be handled in accordance with applicable data- protection law and our privacy information.
- 17.3** Neither party will disclose genuinely confidential information except as needed to perform the Contract, comply with law, obtain professional advice or make an insurance claim.

18. Complaints and disputes

- 18.1** Please raise any concern promptly with Cornwall Electrics Ltd at admin@cornwallelectrics.co.uk or the registered office. We will investigate and aim to provide a substantive response within 14 days.
- 18.2** Where appropriate, technical complaints about work within our NICEIC registration may also be referred through NICEIC's current complaints process after our own procedure has been used.
- 18.3** The parties should first try to resolve a dispute by discussion and may agree to mediation. This does not remove any statutory right to adjudication, any Consumer right to use the courts, or any other right that cannot lawfully be restricted.
- 18.4** If a Consumer dispute remains unresolved, we will provide the legally required information about an appropriate approved alternative dispute resolution body and state whether we are obliged or willing to use it.

19. General provisions and governing law

- 19.1** Notices may be sent through ServiceM8, by email, by hand or by prepaid post to the latest contact details supplied. Electronic acceptance and records are valid evidence of the Contract.
- 19.2** Neither party may transfer the Contract without the other's written consent, not to be unreasonably withheld, except that we may assign a debt or transfer the Contract as part of a genuine sale or reorganisation of our business without reducing the Customer's rights.

- 19.3** If a provision is unlawful or unenforceable, it will be adjusted or removed only to the minimum extent necessary and the remainder will continue. Delay in enforcing a right is not a waiver.
- 19.4** No person other than the parties has a right to enforce the Contract under the Contracts (Rights of Third Parties) Act 1999 unless the quotation expressly states otherwise.
- 19.5** The Contract is governed by the law of England and Wales. The courts of England and Wales have jurisdiction, subject to any mandatory Consumer right to bring proceedings elsewhere.

Part B - Additional terms for Consumer Customers

This Part prevails over Part A where necessary to preserve a Consumer's legal rights.

20. Consumer statutory rights

- 20.1** Nothing in the Contract excludes or limits rights under the Consumer Rights Act 2015 or other mandatory consumer law. Goods must be of satisfactory quality, fit for a communicated purpose and as described; services must be supplied with reasonable care and skill, for a reasonable price where not fixed, and within a reasonable time where no time is agreed.
- 20.2** Important information about the total price, payment, scope, performance, complaints and cancellation is contained in the quotation and these terms and should be reviewed before acceptance.

21. Fourteen-day cancellation right

- 21.1** Where the Contract is concluded at a distance or away from our business premises, you normally have 14 days to cancel without giving a reason. For a service contract, the period ends 14 days after the day the Contract is formed. For a sales contract involving goods, it normally ends 14 days after you or your nominated person receives the goods, subject to the statutory rules for multiple or split deliveries. Any longer or different period required by law will apply.
- 21.2** To cancel, send a clear statement to Cornwall Electrics Ltd at the registered office or admin@cornwallelectrics.co.uk before the period expires. You may use the model form in Schedule 1, but do not have to.
- 21.3** We will make any refund due following a valid cancellation within the period and by the method required by law. For a service contract, this will normally be within 14 days after you inform us. Where goods must be returned, we may withhold the refund until we receive them or you provide evidence of return, whichever occurs first, unless we have offered to collect them. Lawful deductions may be made for services supplied at your express request during the cancellation period and for diminished value of goods caused by handling beyond what is reasonably necessary.
- 21.4** Where cancellation requires goods to be returned, you must send them back or hand them to us without undue delay and normally within 14 days, unless we have offered to collect them. Responsibility for the direct return cost will be as stated before the Contract and as required by law.

22. Starting work during the cancellation period

- 22.1** We will not begin a non-urgent service during the 14-day cancellation period unless you make an express request on a durable medium. Schedule 2 contains suitable wording which may be signed or copied into an email.
- 22.2** If you request an early start and then cancel, you must pay a proportionate amount for services properly supplied up to cancellation and for goods lawfully transferred or incorporated. If the service is fully performed during the period after your express request and acknowledgement, the right to cancel that service is lost once performance is complete.
- 22.3** The cancellation right does not apply to the extent you specifically requested a visit for genuinely urgent repairs or maintenance. Additional work or goods beyond what is necessary for the urgent repair remain subject to the ordinary rules.

23. Consumer cancellation outside the statutory period

- 23.1** If you ask to cancel after the statutory period, we will act reasonably and take reasonable steps to reduce loss. You may be charged only for work or goods supplied and reasonable net costs or losses directly caused by cancellation; we will not impose an arbitrary or disproportionate penalty.
- 23.2** A deposit is not automatically non-refundable. Any amount retained will be limited to sums lawfully due for work supplied and reasonable irrecoverable net costs or losses.

Part C - Additional terms for Business Customers

This Part applies where the Customer is acting for business, trade, professional or public-sector purposes.

24. Business purchase orders and authority

- 24.1** The person accepting the quotation or instructing a variation confirms that they have authority to bind the Business Customer. A purchase-order number is an administrative requirement only unless the quotation states that no Contract will arise without it.
- 24.2** Customer procurement or portal terms do not apply merely because they accompany a purchase order, portal instruction or payment, unless expressly accepted in writing by a director of Cornwall Electrics Ltd.

25. Business cancellation and committed costs

- 25.1** A Business Customer may cancel only with our written agreement. It must pay for work completed, goods ordered or supplied, supplier cancellation or restocking charges, demobilisation, and reasonable net costs or loss directly resulting from cancellation, after credit for costs saved and reasonable mitigation.
- 25.2** We may invoice those sums when cancellation takes effect. Title to paid-for goods will pass in accordance with Part A, subject to collection, delivery and storage arrangements agreed between the parties.

26. Construction contracts

- 26.1** Where the Contract is a construction contract within the Housing Grants, Construction and Regeneration Act 1996 (as amended), the statutory payment, payment-notice, pay-less notice, suspension and adjudication provisions apply and prevail over any inconsistent term.
- 26.2** Nothing in these terms creates a 'pay when paid' arrangement or removes either party's statutory right to refer a construction dispute to adjudication at any time.

27. Business liability and reliance

- 27.1** The Business Customer is responsible for checking that the quotation and stated design criteria meet its operational and contractual requirements. We are responsible only for design, advice and performance expressly within our scope.
- 27.2** The exclusions and limits in clause 16 apply only so far as they are reasonable and lawful. The Business Customer must take reasonable steps to minimise any loss and notify us promptly of a circumstance likely to give rise to a claim.

Schedule 1 - Model cancellation form

Use this form only if you wish to cancel a qualifying Consumer contract. You may instead send any clear written statement containing the same information to admin@cornwallelectrics.co.uk.

Send to	Cornwall Electrics Ltd, Unit 12B, Restormel Industrial Estate, Lostwithiel, Cornwall PL22 0HG Email: admin@cornwallelectrics.co.uk
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I/We hereby give notice that I/We cancel my/our contract for the supply of the following service(s) and/or goods:

Cancellation details

Service(s) / goods	
Quotation / job reference	
Contract date / goods received date	
Customer name	
Customer address	
Signature (paper form only)	
Date	

Keep a copy of any cancellation notice with your quotation and job records.

Schedule 2 - Request to start during the cancellation period

Complete this only where a Consumer wants non-urgent work to start before the 14-day cancellation period has ended.

Customer and job details

Customer name	
Quotation / job reference	
Site address	
Requested start date	

Customer request and acknowledgement

I expressly request Cornwall Electrics Ltd to begin the services described in the quotation before the end of my 14-day cancellation period. I understand that, if I cancel after the services have begun, I must pay a proportionate amount for services supplied up to cancellation and for goods lawfully transferred or incorporated. I also understand that, if the service is fully performed during the cancellation period after this request and acknowledgement, I will lose my right to cancel that service once it has been fully performed.

Authorisation

Customer signature	
Date	

Email alternative: copy the request and acknowledgement above into an email to admin@cornwallelectrics.co.uk, quoting the ServiceM8 job or quotation reference.