

Terms and Conditions

Effective from June 2026

V1.0



1. Acceptance of Quotation

1.1 Acceptance of a quotation, estimate or proposal issued by Grid & Glow Ltd constitutes acceptance of these Terms and Conditions.

1.2 Quotations remain valid for 30 days unless otherwise stated.

1.3 Any changes requested after acceptance may result in additional charges.

1.4 No works shall be scheduled until acceptance of the quotation has been received.

2. Scope of Works

2.1 The quotation covers only the works specifically detailed within the quotation.

2.2 Any work outside the agreed scope shall be treated as a variation and charged separately.

2.3 Additional works may be charged at the prevailing hourly rate or by separate quotation.

2.4 Verbal or written instructions authorising additional works shall be deemed acceptance of associated costs.

3. Survey Limitations

3.1 Quotations are based on information available at the time of survey.

3.2 Surveys are generally visual inspections only and do not include intrusive investigation unless specifically stated.

3.3 Grid & Glow Ltd accepts no responsibility for defects, conditions or circumstances that could not reasonably be identified prior to commencement of works.

4. Existing Electrical Installations

4.1 Quotations assume the existing electrical installation is safe and suitable

for alteration.

4.2 Existing installations may contain defects not visible during inspection.

4.3 Where unsafe, damaged or non-compliant conditions are discovered, additional remedial work may be required before the quoted works can proceed.

4.4 Such remedial work shall be chargeable in addition to the original quotation.

4.5 Grid & Glow Ltd reserves the right to suspend works until safety concerns have been rectified.

5. Hidden Defects and Unforeseen Conditions

5.1 Quotations exclude hidden defects and unforeseen conditions.

Examples include but are not limited to:

- **Damaged wiring**
- **Concealed junction boxes**
- **Structural defects**
- **Water ingress**
- **Vermin damage**
- **Asbestos-containing materials**
- **Non-compliant electrical installations**

5.2 Any additional work required as a result of such discoveries shall be chargeable.

6. Customer Responsibilities

The customer shall:

- **Provide safe access to all work areas.**

- Ensure adequate working space is available.
- Obtain any permissions required from landlords, management companies or local authorities.
- Remove or protect valuable items within the work area.
- Ensure children and pets are kept away from work areas.
- Ensure a responsible adult is available where access is required.

7. Access, Damage and Making Good

7.1 Whilst every effort will be made to minimise disruption, some damage may be unavoidable when accessing concealed wiring or equipment.

7.2 Unless specifically stated within the quotation, making good of:

- Decorations
- Plasterwork
- Flooring
- Landscaping
- Driveways
- External finishes

is excluded from the quoted works.

7.3 Grid & Glow Ltd shall not be liable for cosmetic damage resulting from reasonable access required to complete the works.

8. Variations and Additional Works

8.1 Any changes to the agreed specification may affect costs and completion dates.

8.2 Variations requested by the customer will be quoted separately where practical.

8.3 Where urgent decisions are required during works, verbal authorisation

shall be deemed acceptance of associated costs.

9. Materials and Equipment

9.1 Materials supplied by Grid & Glow Ltd remain the property of Grid & Glow Ltd until paid for in full.

9.2 Equivalent products may be substituted where specified products become unavailable.

9.3 Product specifications are subject to manufacturer changes beyond our control.

10. Customer-Supplied Equipment

10.1 Grid & Glow Ltd provides no warranty on customer-supplied equipment.

10.2 Grid & Glow Ltd accepts no liability for defects, incompatibility or performance issues associated with customer-supplied equipment.

10.3 Labour associated with diagnosing faults in customer-supplied equipment shall be chargeable.

11. Fault Finding Services

11.1 Fault-finding investigations are charged based upon time spent diagnosing the fault.

11.2 Due to the nature of electrical faults, no guarantee can be given regarding the time required to identify or rectify a fault.

11.3 A successful diagnosis does not guarantee immediate rectification or that replacement parts are immediately available.

12. Unsafe Installations

12.1 Where an installation presents immediate danger, Grid & Glow Ltd reserves the right to isolate, disconnect or make safe affected equipment.

12.2 The customer will be informed of any such action.

12.3 Any remedial works required shall be chargeable.

13. Solar, Battery Storage and EV Charging Systems

13.1 Any generation, storage, charging or energy-saving figures are estimates only.

13.2 Actual performance will vary according to:

- **Site conditions**
- **Weather conditions**
- **User behaviour**
- **Utility supply characteristics**
- **Equipment settings**

13.3 Grid & Glow Ltd cannot guarantee future energy savings or system performance.

14. Completion Times

14.1 Completion dates are estimates only.

14.2 Grid & Glow Ltd shall not be liable for delays caused by:

- **Supplier shortages**
- **Adverse weather**
- **Third-party contractors**
- **Utility companies**
- **Customer-requested changes**
- **Hidden defects**
- **Restricted access**

14.3 Delays may result in revised completion dates and additional time costs.

15. Payment Terms

15.1 Payment shall be due within the period stated on the invoice.

15.2 Unless otherwise agreed, payment is due immediately upon completion of works.

15.3 Grid & Glow Ltd reserves the right to request deposits for materials, and specialist equipment.

15.4 Late payments may be subject to statutory interest and debt recovery costs where applicable.

16. Deposits and Cancellations

16.1 Deposits are non-refundable once materials have been ordered.

16.2 Cancellation of works following acceptance may result in charges for:

- Materials ordered
- Labour committed
- Design work completed
- Administrative costs incurred

16.3 Appointments cancelled with less than 48 hours' notice may incur a cancellation charge.

17. Certification and Documentation

17.1 Electrical certification will be issued where applicable.

This may include:

- Electrical Installation Certificates
- Minor Electrical Installation Works Certificates
- Electrical Installation Condition Reports
- Building Regulations Notifications

17.2 Certification and documentation will be released following receipt of cleared payment unless otherwise agreed in writing.

18. Warranty

18.1 Grid & Glow Ltd warrants its workmanship for a period of 12 months from completion.

18.2 Manufacturer warranties remain subject to manufacturer terms and conditions.

18.3 Warranty does not cover:

- Customer misuse
- Accidental damage
- Water ingress
- Rodent or pest damage
- Power surges
- Lightning strikes
- Third-party alterations
- General wear and tear

19. Photography

19.1 Photographs and videos may be taken for inspection, quality assurance, certification and record keeping purposes.

19.2 Images may be used for marketing purposes provided no identifiable customer information or property details are disclosed without consent.

20. Limitation of Liability

20.1 Grid & Glow Ltd shall not be liable for indirect, consequential or economic losses arising from the works.

20.2 Liability for any claim shall be limited to the value of the works

undertaken.

20.3 Nothing within these Terms and Conditions limits liability where prohibited by law.

21. Force Majeure

21.1 Grid & Glow Ltd shall not be liable for delays or failures caused by events beyond reasonable control, including:

- Severe weather
- Flooding
- Fire
- Utility interruptions
- Industrial disputes
- Government restrictions
- Supply chain disruptions
- Acts of God

22. Parking and Access Charges

22.1 Any parking charges, permits, congestion charges or site access fees required to complete the works may be added to the final invoice unless specifically included within the quotation.

23. General

23.1 If any provision of these Terms and Conditions is found to be invalid, the remaining provisions shall remain in effect.

23.2 These Terms and Conditions shall be governed by the laws of England and Wales.

Assumptions Applicable to All Quotations

Unless otherwise stated, quotations are prepared on the basis that:

- The existing electrical installation is suitable for alteration.
- Safe access will be available throughout the works.
- No asbestos-containing materials are present.
- No hidden defects are present.
- No structural alterations are required.
- Any work outside the quoted scope will be chargeable.

Grid & Glow Ltd

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