

ELECTRICAL MAINTENANCE SUPPORT PLAN

Master Terms & Conditions • PSC Building Services

Last Updated: October 2026

These Terms and Conditions form the universal legal agreement between **PSC Building Services** ("The Company", "We", "Us") and the property owner or registered landlord identified, named, and executing the subscription transaction online ("The Client", "You") who subscribes to our annual electrical maintenance support plans. By activating your subscription via Stripe and executing this agreement, you agree to be bound by these terms.

1. Contract Term, Commitments & Location Limits

- **12-Month Minimum Term:** All monthly and annual electrical maintenance support plans are subject to a strict minimum 12-month contract period starting from the date of your first successful payment, subject to the 14-day cooling-off period exception outlined in Section 3.
- **Automatic Renewal:** At the end of the initial 12-month period, your contract will automatically roll over on a month-to-month basis at the prevailing rate unless you provide us with a 30-day written notice of cancellation.
- **Geographical Coverage Limits (Harrow Only):** Plan servicing and maintenance are strictly limited to properties physically located within the Harrow postal districts: HA0, HA1, HA2, HA3, HA4, HA5, HA6, HA7, HA8, and HA9. If a property is registered outside these specific HA postcodes, the contract will be deemed invalid and cancelled immediately.

2. Operational Hours & Response Boundaries

- **Helpline Hours:** Our emergency reporting lines are open Monday to Friday from 8:00 AM to 6:00 PM, and Saturdays and Sundays from 8:00 AM to 12:00 noon.
- **Same-Day Response Cut-Offs:** We operate a priority Same-Day Urgent Response for all total power loss situations reported before 1:00 PM on Monday through Friday, and before 12:00 noon on Saturdays and Sundays.
- **Next-Morning Attendance & Best-Efforts Extension:** Any urgent fault reported after these respective weekday or weekend cut-off times (or outside helpline hours) will receive priority attendance the following morning. However, for faults reported after the cut-off times, the Company will make best efforts to attend on the same day if a qualified

engineer is locally available. This same-day extension is strictly subject to engineer availability and is not guaranteed.

- **Seasonal & Public Holiday Exclusions:** Physical on-site urgent attendance does not operate on UK Bank Holidays, Easter Sunday, or during our seasonal Christmas closure period (24th December to 2nd January inclusive). During these times, phone lines remain open for remote diagnostic advice only.

3. 14-Day Cooling-Off Period, Emergency Call-Outs & Refunds

- **14-Day Statutory Cooling-Off Window:** You have a statutory right to cancel this maintenance plan within 14 days of your initial sign-up without giving any reason. If you choose to cancel within this 14-day window, you will receive a full refund of all subscription fees paid, subject to the Emergency Attendance Clawback outlined below. To exercise this right, you must notify us in writing strictly via email at info@pscbuildingservices.co.uk.
- **Immediate Emergency Attendance & Clawback Provision:** Urgent maintenance attendances and plan benefits may be requested and authorized during the initial 14-day window at the Company's discretion. However, if any emergency call-outs are utilized within this initial 14-day period, and the client subsequently cancels the plan (either within the 14-day cooling-off window or at any point before completing the mandatory 12-month contract term), the initial visit will lose its plan-included status and will be fully invoiced to the client at our standard non-member rates.
- **Initial Safety Check Requirement:** Full validation of your ongoing plan benefits remains dependent on the completion of our complimentary initial visual safety check. This must be booked within your first 14 days of subscription. Failure to book this visual safety check within the initial 14-day window will result in a temporary suspension of ongoing plan service benefits until the check is completed.

4. Property Classifications & Service Inclusions

- **Homeowner Plan (£10/month or £120/year):** Applies strictly to private, owner-occupied residential properties.
- **Standard Landlord Plan (£15/month):** Applies strictly to standard, single-family residential buy-to-let properties.
- **Complimentary EICR Benefit for Landlords:** We will carry out a complimentary Electrical Installation Condition Report (EICR) if the landlord maintains their plan for a minimum continuous period of 3 years (36 months).
 - **Property Size Limitation:** This complimentary benefit strictly applies to properties with a maximum of 3 bedrooms and 1 consumer unit (fuse board). Larger properties or those with multiple consumer units will be subject to a surcharge billed at pre-agreed member rates.

- **Early EICR Requests:** If a landlord requests or requires the EICR before completing their 3-year anniversary, they must either pay our standard upfront retail cost for the report or legally commit to the remaining financial balance of the 3-year term.
- **Remedial Works Exclusion:** This benefit covers the testing and generation of the legal report only. Any subsequent remedial works required to achieve a "Satisfactory" pass rating are strictly excluded and will be billed under our standard tiered hourly labor rates.

5. Transparent Client Hourly Labor Tiers

Your maintenance plan covers the £0 call-out fee (the cost of deploying our van and engineers to your doorstep). On-site diagnostic, testing, and repair labor costs depend entirely on the type of visit:

- **For Included Plan Attendances (Subject to Annual Limits):** The first on-site hour is completely free, strictly for fault investigation and initial diagnostics. Any subsequent labor extending beyond this initial 60 minutes is billed directly in the 30-minute increments outlined below, or under a pre-agreed fixed price.
- **For Standard Billable Visits (Exceeded Plan Limits or Excluded Faults):** All active on-site diagnostic, testing, and repair work is for labor only and is billed at our transparent client tiers subject to a strict 1-hour minimum charge:

Operational Window	Client Hourly Rate
Monday to Friday (8:00 AM – 5:00 PM)	£70 / hour (Standard Rate)
Monday to Friday (5:00 PM – 6:00 PM)	£105 / hour (Time-and-a-half)
Weekends (Saturday & Sunday, 8:00 AM – 12:00 noon)	£140 / hour (Double-time)

- **Subsequent Time Calculations:** Any active testing, diagnostic, or repair labor extending beyond the initial mandatory hour (for standard billable visits) or the free investigation hour (for included plan attendances) will be calculated and billed in transparent 30-minute increments matching the active time tier, OR under a mutually agreed fixed price confirmed with the client before the additional hours of work commence.
- **Exclusion of Parts and Materials:** All listed member rates cover labor only. Any materials, consumer components, or electrical accessories supplied by PSC Building Services to execute a repair are completely additional and will be added directly to the final invoice at cost price.

6. Pre-Existing Faults & Unsafe Infrastructure

- **Exclusion of Pre-Existing Faults:** Any electrical faults, defects, or substandard DIY wiring identified during our initial visual safety check are strictly excluded from plan servicing. These must be repaired at standard member rates before maintenance support for that specific circuit is authorized.
- **Obsolete Fuse Boards (RCD Protection):** To qualify for urgent maintenance attendances, the property must possess a modern consumer unit equipped with life-saving RCD protection. If an inspection reveals an obsolete fuse board without RCD protection:
 1. Plan servicing and urgent attendances for the property will be temporarily suspended.
 2. A quote for a permanent consumer unit upgrade will be issued.
 3. If the client refuses to upgrade the board within 30 days, we reserve the right to terminate the contract immediately.

7. Included Visit Allowances & Single-Incident Rule

- **Annual Visit Limit & 1-Hour Investigation Cap:** Plans include a maximum allowance of 4 urgent maintenance attendances per 12-month contract period. Each included attendance covers a maximum of 1 free hour on-site strictly for fault investigation and initial diagnostics.
- **Subsequent Labor Charges:** Any active testing, diagnostic, or repair labor extending beyond the initial free investigation hour will be billed to the client in accordance with the transparent client hourly labor tiers outlined in Section 5 of this agreement (calculated in standard 30-minute billing increments), OR charged at a mutually agreed fixed price confirmed with the client before the additional hours of work commence.
- **Single-Attendance Limit:** Plan support applies strictly to a single manifestation of a fault. If our team attends an urgent fault and puts a safe, temporary repair or circuit bypass in place, we will only attend that specific fault once under the plan. Service support for that circuit remains suspended until the customer authorizes and pays for a permanent, compliant repair.

8. Materials & Parts Warranties

- **Workmanship Guarantee:** All installation and repair labor carried out by our engineers is covered by a 12-month workmanship guarantee.
- **Manufacturer's Parts Warranty:** All parts and materials supplied by us carry a standard 12-month manufacturer's warranty. If a component fails internally due to a manufacturing defect within 12 months, we will replace the part with £0 labor or material charges.

- **Customer-Supplied Materials:** We refuse all liability and warranty for any electrical accessories or materials supplied directly by the customer. If a customer-supplied component fails, the customer is liable for our standard tiered hourly labor rates to remove or replace it.

9. Parking, Permits and Restricted Zones

- **Client Responsibility:** It is the absolute responsibility of the homeowner, landlord, or tenant to provide valid parking for our company van within a reasonable walking distance of the property. This includes providing a visitor's parking permit or an open driveway space.
- **Recharge of Parking Fees:** Any necessary parking fees (e.g., Pay & Display or RingGo app charges) incurred during our visit will be added directly to the final labor invoice at cost price.
- **Lack of Parking Penalty:** If a property has no legal parking nearby and you fail to provide a permit, our same-day response window is voided. If we are forced to leave the site because no legal parking is available, the attendance will still count toward your annual included visit allowance.

10. Vulnerable Occupants, Domestic Pets & Responsible Adults

- **Domestic Pets:** For the health and safety of our engineers and your animals, all domestic pets must be securely locked in a separate room or crate before our team enters the property. We reserve the right to refuse entry or leave the site if an unsecured animal poses a risk or distraction. The visit will still count towards your annual included visit allowance.
- **Responsible Adult Presence (18+):** For legal and safety reasons, a responsible adult aged 18 or over must be present at the property at all times during our engineer's visit. Our engineers are strictly prohibited from entering a property or remaining on-site if only minors are present. If no adult is present upon our arrival or if the adult leaves during the visit, we will immediately withdraw from the property. The visit will be cancelled, and it will still count toward your annual included visit allowance.
- **Vulnerable Occupants & Expecting Mothers:** We recognize households containing elderly individuals, disabled persons, newborn babies, young children, or expecting mothers as high-priority. We will always make every operational effort to fast-track these urgent attendances within our standard helpline hours.
- **No Life-Safety or Medical Liability:** Our maintenance plans are a commercial electrical repair service, not a medical, emergency blue-light, or social care service. We assume zero financial, legal, or criminal liability for any health complications, illness, or distress caused by an electrical outage or a delay in our arrival.

- **Alternative Provisions:** Landlords and homeowners are responsible for making alternative temporary arrangements (such as alternative accommodation or plug-in emergency heating if safe) for vulnerable occupants or young families if a complex fault cannot be resolved immediately on-site.

11. Force Majeure, Adverse Weather & Third-Party Contractors

- **Suspension of Guarantees:** We assume zero financial or legal liability for any failure or delay in attending a property if the delay is caused by circumstances entirely beyond our reasonable control. This includes severe weather, flash flooding, road closures, traffic gridlock, fuel shortages, sudden engineer illness, as well as severe local roadworks, company van breakdowns, en-route traffic accidents, or the transit breakdown of third-party delivery vehicles transporting emergency parts.
- **Adverse Weather & Outdoor Faults:** For health and safety reasons, our engineers cannot work on external electrics, outbuildings, or exposed outdoor wiring during adverse weather conditions. If you report a fault with an outside light, external socket, or garden circuit and it is raining or storming, the visit will be postponed and rescheduled for the next available safe, dry day. The same-day response window is voided for these items, and no compensation or plan refunds will be issued for weather-related delays.
- **Rescheduling Protocol:** In the event of an unavoidable delay due to weather or Force Majeure infrastructure disruptions, we reserve the right to rearrange your attendance to the next available safe date.
- **Third-Party Contractors:** While we understand you may wish to source an independent electrician if we are facing operational delays or high service demand, our maintenance plans do not cover external contractor fees. We cannot accept financial or legal liability for work completed by other companies, and we are unable to reimburse, subsidise, or offset any third-party invoices or call-out charges.

12. Breach of Contract & Termination Fees

- **Right to Terminate:** We reserve the right to cancel any active plan with immediate effect if a client becomes abusive, fails to pay their monthly subscription, or refuses to rectify an identified immediate electrical danger.
- **Early Termination Liability:** If a plan is cancelled by us due to a client's breach of terms, or if a client cancels before completing their minimum contract term (including the standard 12-month contract period, or any unfulfilled early EICR financial obligations), the client remains immediately liable for the full remaining financial balance of that contract term. Recurring monthly collections will continue via Stripe until the contract obligation is fulfilled.

13. Governing Law & Jurisdiction

- **England and Wales Jurisdiction Only:** These Terms and Conditions, and any dispute or claim arising out of or in connection with them (including non-contractual disputes or claims), shall be governed by and construed exclusively in accordance with the laws of England and Wales.
- **Exclusive Courts:** Both parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising under this contract.**