SERVICE TERMS & CONDITIONS

Welcome to AC Kinetic

Version 2.22 | 14 November 2026 | For new bookings when introduced

Please read these terms together with your quotation or booking summary. They explain the work included, how charges are calculated, access, cancellations and aftercare. Keep the confirmation and the PDF supplied with it. Your statutory rights are not affected.

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Your booking documents

Keep the accepted quotation, booking confirmation, this version of the terms and your completion paperwork together. A new published version does not automatically change an existing booking.

Registered and postal office: 214 Shirland Road, London W9 3JF (not a walk-in shop).
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YOUR AGREEMENT & THE WORK

1. Introduction

These terms govern the electrical services supplied by AC Kinetic Ltd (we, us or our). You are the customer identified in the accepted quotation or booking confirmation. A consumer is an individual acting wholly or mainly outside their trade, business, craft or profession. Different statutory rules may apply to business customers.

An enquiry or request for a free quotation is not a confirmed appointment. A booking is accepted when we issue a booking confirmation or otherwise expressly confirm acceptance in writing. A payment receipt alone is not confirmation of an appointment unless it expressly says so. Your booking summary identifies the work, charging basis, appointment and payment arrangements.

Read these terms with the accepted quotation and booking summary. An expressly agreed, job-specific scope or price takes priority over general pricing here, but cannot remove statutory rights. We will provide the applicable terms before you commit and retain their version with the booking. New versions do not automatically change an existing contract.

2. Your statutory rights

Nothing in these terms excludes or restricts rights that cannot lawfully be excluded. For consumers, services must be carried out with reasonable care and skill and goods supplied must meet applicable consumer requirements. Remedies for defective or misdescribed goods or services remain available. The six-month workmanship guarantee is additional to, not a replacement for, those rights.

Section 9 explains cancellation rights for relevant online, telephone and off-premises bookings. Selecting an early appointment does not by itself waive those rights. Citizens Advice or Trading Standards can provide independent information.

3. Scope of services

Our services include enquiries and quotations; electrical installations and project work; repairs, fault finding and emergency attendance; servicing and maintenance; inspection, testing and appropriate certification; and agreed aftercare. The scope is limited to the work expressly booked or quoted.

The usual scope is fixed electrical wiring and related installation work. Portable-appliance repair, specialist appliance work, plumbing, building work and other trades are not included unless expressly agreed. Separately agreed PAT testing is an inspection/testing service and does not include appliance repairs.

We may decline a request before acceptance, allocate a suitably competent engineer or subcontractor, or pause unsafe or inaccessible work. After acceptance, we will explain any necessary change or cancellation, discuss alternatives and refund any payment for work not provided, subject to lawful charges for work already supplied. This is not an unrestricted right to abandon a contract.

4. Hourly rate work

Chargeable labour starts on arrival at the property. A completed hourly attendance has a one-hour minimum, followed by 30-minute increments. Reasonable waiting time caused by missing access, customer delay or site conditions may be chargeable at the agreed rate. Lunch breaks are not chargeable. Cancellation charges are governed by section 9, not automatically by the attendance minimum.

Fault finding is chargeable investigation, not a promise that every fault can be located or repaired within the first hour. Parts, extra work and permitted non-stock material collection are separate where disclosed. We will explain the findings, options and any further chargeable work before proceeding.

5. Pricing structure

The tables show VAT-inclusive consumer prices alongside excluding-VAT amounts. VAT is included at 20% for these standard-rated services; do not add it again to the inclusive total. A different VAT treatment applies only where lawfully appropriate and stated in the accepted quotation. Labour prices are for one engineer unless the booking expressly states otherwise.

5.1 Scheduled appointments — at least 24 hours ahead

A scheduled appointment is booked at least 24 hours before the start of its agreed arrival window. The one-hour minimum is two 30-minute units, except on Saturday, Sunday, bank holidays and the dates in section 5.4, where the first hour is £240 including VAT (£200 excluding VAT) — not two times the subsequent 30-minute rate — and further time is £120 including VAT (£100 excluding VAT) per extra hour, billed in 30-minute blocks at £60 including VAT (£50 excluding VAT) per 30 minutes.

Time band	Per 30 min ex. VAT	Per 30 min incl. VAT	First hour incl. VAT
Weekday 07:00–17:00	£45	£54	£108
Weekday 17:00–00:00	£80	£96	£192
Weekday 00:00–07:00	£100	£120	£240
Saturday, Sunday or bank holiday, all hours	£50	£60	£240

5.2 Urgent appointments — less than 24 hours ahead

These rates apply to hourly appointments booked less than 24 hours before the arrival window, including same-day attendance. A short-notice appointment is not automatically an urgent repair for the statutory cancellation exception in section 9.

Time band	Per 30 min ex. VAT	Per 30 min incl. VAT	First hour incl. VAT
Weekday 07:00–00:00	£85	£102	£204
Weekday 00:00–07:00	£100	£120	£240
Saturday, Sunday or bank holiday, all hours	£50	£60	£240

How online pricing and payment work

For an online hourly booking, the amount due before the visit is one hour at the applicable rate, including VAT. It is an advance payment towards the work, not a separate booking fee or the price of unlimited work. The payment is credited in full against the final invoice. Any refund or cancellation deduction follows section 9; the advance payment is not automatically non-refundable.

The booking summary states the confirmed first-hour amount, the charging rate for additional time, and any known extras. The first-hour price is set using the selected window's start time and booking notice, subject to the listed weekend and holiday rates. We honour that confirmed first-hour amount throughout the arrival window. A delay caused by us does not itself increase the agreed rate.

If further time will cross into a higher-rate period, we explain and obtain agreement to that rate before the extension begins. Without that agreement, we do not automatically apply a higher rate. A customer-requested change to the date, time or scope may require a revised price, agreed before the change is confirmed.

An arrival window is not included labour

For example, “08:00–11:00” means the engineer is expected to arrive during that window. It does not include three hours of work. A fixed-price EICR is charged under section 5.3, not as an hourly advance payment.

PRICING | INSPECTIONS & INSTALLATIONS

5.3 Fixed-price services

The following standard-scope prices apply where the service and suitability are confirmed. Your quotation or booking summary specifies inclusions, the board/circuit count, access and any extras. Additional work is not included simply because an engineer is already on site.

Service / agreed standard scope	Ex. VAT	Incl. VAT
Cooker, oven or hob connection — first appliance	£90	£108
Additional appliance connection, same agreed visit — each	£45	£54
Domestic EICR — one board, up to 8 circuits	£200	£240
Domestic EICR — each additional circuit	£25	£30
Landlord safety bundle — domestic EICR plus smoke and CO alarm check, one board, up to 8 circuits	£240	£288
Landlord safety bundle — each additional circuit	£25	£30
Smoke, heat or fire alarm, wireless interlinked — per alarm, labour and materials	£140	£168
Smoke, heat or fire alarm replacement, hard-wired — per alarm, labour and materials	£115	£138
Carbon monoxide alarm, wireless interlinked — per alarm, labour and materials	£138	£165.60
Carbon monoxide alarm replacement, hard-wired — per alarm, labour and materials	£125	£150
Bathroom extractor fan with timer, supplied and fitted — each, flat price	£100	£120
Commercial EICR — one board, up to 8 circuits	£300	£360
Commercial EICR — each additional circuit	£40	£48
Express EICR — by prior agreement only	+50%	+50%
Out-of-hours EICR — one board, up to 8 circuits	£350	£420
Out-of-hours EICR — each additional circuit	£37.50	£45
PAT testing — each item; minimum visit charge	£5; min. £80	£6; min. £96
Quotation preparation / quotation-only visit	Free	Free
Requested certificate reissue / duplicate copy	£25	£30

EICR prices cover the agreed inspection and testing and the report, not remedial repairs or a guaranteed satisfactory outcome. Further boards, additional circuits or revised scope are priced and agreed before testing beyond the booked allowance. Express timing and out-of-hours arrangements must be expressly confirmed; no unlisted or cumulative surcharge is added without prior agreement.

The landlord safety bundle combines a domestic EICR (one board, up to 8 circuits) with a check of the existing smoke and carbon monoxide alarms at the same visit, for £240 excluding VAT (£288 including VAT). We test each accessible alarm using its test function and record whether it sounds. Supplying, replacing, relocating or interlinking alarms, and any remedial electrical work, are not included and are quoted and agreed before we carry them out. Like-for-like alarm replacements are charged at the fixed alarm prices above. Additional circuits are charged as for a domestic EICR (£25 excluding VAT, £30 including VAT, each). The alarm check is not a fire risk assessment and does not by itself confirm that a landlord has met their legal duties.

Smoke, heat, fire and carbon monoxide alarms: The alarm prices above are fixed prices per alarm. Fixed alarm prices apply to jobs of 2 or more alarms, in any mix of the alarm types above. For a single alarm, add £45 + VAT (£54 including VAT). For small works basket bookings, section 5.3A applies instead: there is no single-alarm supplement in a basket. Heat alarms are priced the same as smoke alarms. The prices include labour and materials, and no sundries are charged on them. A certificate is included free with every alarm installation. Removed alarms are left on site for the customer; we don't take them away or dispose of them. We fit quality mains or wireless alarms from a leading UK manufacturer. If you ask for a different make, we quote for it rather than charging the fixed price. Wireless alarms (smoke, heat, fire or carbon monoxide) are always charged at the fixed wireless prices, whether they replace an existing alarm or go in a new location. The hard-wired prices are for a like-for-like replacement of an existing hard-wired alarm where the wiring is already in place. Hard-wired alarms in new locations, or where there is no existing wiring, always need a site visit. They are charged at the scheduled half-hour rate (£45 excluding VAT, £54 including VAT, per half hour) plus materials, and cannot be quoted without a visit.

Standard appliance-connection prices assume a suitable existing supply, connection point, isolation and access. A new circuit, alteration, plumbing connection, removal/disposal or appliance repair is separate unless included. PAT testing is offered only by prior agreement. A reissue charge does not apply to correcting our own error or supplying paperwork we are legally obliged to provide.

5.3A Small works price list

Small works price list. For small jobs we publish fixed prices on our booking website and in staff job cards (for example bathroom extractor fans, light switches and dimmers, sockets, fused spurs, cooker switches, cooker and appliance connections, isolators, downlights and alarms). Each price covers labour and standard materials, includes VAT, and assumes a like-for-like replacement on existing, sound wiring with reasonable access. The price that applies is the one shown in your basket or job card when you book. Later changes to our price list do not change it.

Sundries. When you build your own basket online and the works come to more than £500 + VAT (not counting smoke, heat, fire or carbon monoxide alarms), we add a sundries charge of 5% of those works, plus VAT, for fixings, cable clips, connectors, sleeving, tape, sealant and similar consumables. It is shown as one "Sundries (5%)" line in your basket and booking summary before you pay. There is no sundries charge on baskets of £500 + VAT or less, on alarms, on hourly (labour only) bookings or on project quotations. On job cards prepared by our staff, a sundries line may be added on the same basis, or as otherwise shown on the job card, and it is always shown before you accept and pay. The sundries line is never uplifted. Only the working hours described under "Working hours and price" cost extra.

Small works prices (scheduled weekday daytime window), from 21 October 2026:

Item (standard white plastic where applicable; replacement unless stated)	Ex. VAT	Incl. VAT
Bathroom extractors		
Bathroom extractor fan, standard	£95	£114
Bathroom extractor fan with timer (flat price, each)	£100	£120

Item (standard white plastic where applicable; replacement unless stated)	Ex. VAT	Incl. VAT
Bathroom extractor fan, humidistat	£120	£144
Switches		
Light switch, 1 gang	£30	£36
Light switch, 2 gang	£30	£36
Light switch, 3 gang	£40	£48
Light switch, 4 gang	£55	£66
Dimmer switch, 1 gang	£46	£55.20
Dimmer switch, 2 gang	£81	£97.20
Dimmer switch, 3 gang	£90	£108
Dimmer switch, 4 gang	£123	£147.60
2-way switching (adding a second switch)	£80	£96
Pull-cord bathroom switch	£45	£54
Outdoor weatherproof switch (1 or 2 gang)	£45	£54
Sockets		
Single socket replacement	£45	£54
Double socket replacement	£45	£54
Single socket, new extra point	£110	£132
Double socket, new extra point	£110	£132
Double socket with USB	£50	£60
Outdoor weatherproof socket	£60	£72
Shaver socket	£70	£84
Spurs & isolators		
Switched fused spur	£55	£66
Unswitched fused spur	£51	£61.20
20A isolator	£47	£56.40
45A isolator (shower or cooker)	£60	£72
Cooker switch, single (45A)	£65	£78

Item (standard white plastic where applicable; replacement unless stated)	Ex. VAT	Incl. VAT
Cooker switch, double (45A)	£65	£78
Lighting		
Downlight (fire/IP-rated, with LED lamp), each	£35	£42
Pendant light fitting	£52	£62.40
Ceiling light swap (your own fitting)	£45	£54
Batten or bulkhead light	£95	£114
Outdoor wall light	£52	£62.40
PIR security/flood light	£115	£138
Appliances		
Cooker, oven or hob connection (first appliance)	£90	£108
Additional appliance connection on the same visit (only with a first connection)	£45	£54
Other small works		
Wired video doorbell (premium, supplied and fitted)	£550	£660
TV aerial or data point faceplate	£55	£66
Fused spur for towel rail	£55	£66
Immersion heater switch	£57	£68.40
Alarms		
Smoke, heat, fire and CO alarms: the per-alarm prices in the 5.3 table above, for any number of alarms (no single-alarm supplement in a basket)		

Small works price list table (21 Oct 2026). The booking website and job card show the current price for each item; the price shown when you book applies.

Finishes. Switches, sockets and other outlets are priced in standard white plastic. Other finishes, such as metal or brushed chrome, are quoted separately on request.

Working hours and price. Basket prices are for work in green hours: 8am to 5pm, Monday to Friday, not bank holidays. You choose an arrival window and a daily finish time between 5pm and midnight. If you finish at 5pm there is no extra charge; the job simply takes more days. If you choose a later finish, a 7am start on the later days, or weekend and bank holiday working, we charge extra only for the working hours we plan outside green hours: blue hours (5pm to midnight, Monday to Friday) at £70 + VAT (£84 including VAT) per hour; and amber hours (7am to 8am, weekends, bank holidays in England and Wales, 24 and 31 December, and any hours within 24 hours of when you book) at £110 + VAT (£132 including VAT) per hour. All bank holidays are charged at the weekend rate. Extra hours are charged in 30-minute blocks, as for our labour: we add up the planned blue hours and the planned amber hours for the whole job and round each up to the next 30 minutes. The extra is worked out from the planned hours, not from the basket total; materials, sundries and bundle prices are never uplifted. Basket work does not start before 7am and does not run past midnight. Before you pay we show the number of days, the green, blue and amber hours, the extra and the new total. The extra shown when you book is fixed: if the work takes longer than planned, you do not pay more for the extra hours. Job cards prepared by our staff are priced for green hours only, unless we agree other hours with you in writing first.

Minimum spend (supply and fit). Supply-and-fit bookings from the small works price list have a minimum spend of £150 + VAT (£180 including VAT). The minimum is checked against the basket total at green-hour prices, before any extra for hours outside green hours. You cannot book a basket online below the minimum; the booking page shows how much more is needed. A job card prepared by our staff may be agreed below the minimum (for example when it is added to work already booked); the reason and the name of the staff member who agreed it are recorded on the job card and the booking. If your job is smaller, you can book labour only instead (5.3B).

Prices are flat. Each listed price applies per item, whether or not other items are booked with it.

Alarms. In a small works basket, each alarm is charged at its fixed price in the table, whether you book one alarm or several. There is no single-alarm supplement; the minimum spend applies instead.

Cooker and appliance connections. The cooker, oven or hob connection price is for connecting one appliance to an existing suitable circuit and connection outlet in the same place. An additional appliance connection is only available on the same visit as a first appliance connection. If there is no suitable circuit or outlet in the same place, the connection needs a quotation and cannot be booked at the fixed price online.

Estimated duration and multi-day jobs. Each item has a time allowance. The basket shows an estimated time on site (item times plus one setup allowance for arriving, isolating, testing and certifying). The arrival window is when we arrive; it is not the length of the job. We plan the first day from the start of your arrival window. If the job does not fit in the rest of your first day, it continues on the following days until it is finished. The later days run from 8am (or 7am if you choose) to the daily finish time you chose, Monday to Friday. They skip weekends, bank holidays in England and Wales, and 24–26 December, 31 December and 1 January, unless you choose to include them. If less than 30 minutes would be left for a last day, we finish it at the end of the day before instead, with no extra day and no extra charge for those minutes (but never past midnight). Before you pay, we show the estimated number of days, the time reserved on each day and how many green, blue and amber hours each day has. One electrician is reserved for you on each of those days. The estimate is a planning guide and does not change the fixed price. If we need more or fewer days than estimated, we agree any change of days with you; the fixed price stays the same.

Long jobs. Jobs estimated at more than 15 working days (we may change this limit) cannot be booked online. Call us and our staff can book them by phone, once the deposit (section 7.1) has been paid and our calendar has every planned day free. The days are not reserved until the deposit has been received.

Changing a multi-day booking. You cannot move a multi-day booking online. Call us and we will re-plan the days with you. The cancellation rules in section 9 apply from the start of the first day.

Quick questions. Some items ask one or two quick questions (for example whether there is an existing fan, or an existing suitable circuit and outlet, in the same place). The fixed price relies on your answers. If an answer means the job is not a like-for-like replacement, that item needs a quotation and cannot be booked at the fixed price online. If we find on the day that an answer was not correct, we explain the difference and agree any change with you before we start (section 6.2).

Bundles. Popular bundles are a quick way to add several items. A bundle is priced at the listed price of its items. A bundle discount only applies if one is shown on the booking page before you pay.

Extra hour of labour. You can add an extra hour of labour on the same visit for other small jobs at the daytime rate (£90 + VAT, £108 including VAT, per hour added). The added hour counts towards the planned working hours, so if it falls outside green hours it is charged as described under “Working hours and price”. It counts towards the minimum spend and adds an hour to the estimated time. Parts for those extra jobs are not included and are agreed with you first.

What is not included. Making good, decorating, new cable runs, new circuits and remedial work are not included unless they are listed in your basket or job card. If we find something on the day that needs extra work, we explain it and agree the price with you before we start (section 6.2). You may choose to have only the listed items done.

5.3B Labour only

Labour only. Instead of a supply-and-fit basket, you can book our time at the hourly rates in 5.1 and 5.2 (for a scheduled weekday daytime window, £90 + VAT, £108 including VAT, per hour). The first hour is paid in advance and further time is charged in 30-minute blocks, as in sections 5 and 7.1. There is no minimum spend for labour-only bookings. Materials are not included: you may supply suitable parts yourself, or we can buy them for you at the agreed price.

5.3C Saved and shared baskets, our customer, photos

Saved and shared baskets. You can save a basket and get a private link. Anyone with the link can see the items, quick answers and current prices, choose an arrival window and pay; the link does not show your name, email, address or any other personal details. Prices are the prices on the day the booking is made, which may differ from the day the basket was saved. A link expires 14 days after it is saved, and once that basket is booked the link cannot be used again.

Who is our customer (booking for someone else). When a small works basket or job card is booked, we ask who our customer is: the person paying (for example a landlord, agent or family member) or the person who ordered the work (for example a tenant). The person chosen is our customer for that booking and these terms apply to them. We record their full details (name, email, phone and address), the details of the other person (the person paying or the person who ordered the work) and the person who will give us access to the property. The person booking must have permission to arrange the work at the property and to give us these details. Refunds are always paid to the card or account that paid, whoever is chosen as our customer. Tell us if any of these details change and our staff will update them.

Reminder email. If you give your email address when saving a basket and tick the box, we send one reminder about the saved basket after about 24 hours if it has not been booked. We send only one, and we delete the email address from the saved basket afterwards. You can stop it at any time with the link in the email. We do not use that email for marketing.

Photos. You may add up to six photos (JPG, PNG or WebP, up to 8 MB each) when you book. Photos are optional. They are stored privately, seen only by AC Kinetic staff to prepare for the job, and are not published or shared. Please photograph only what is safe to see, with covers closed. Photos are deleted automatically 6 months after the job is marked completed (see section 15).

Consumer unit replacements (with surge protection)

Consumer unit size	Ex. VAT	Incl. VAT
Single phase 7-way	£665	£798
Single phase 11-way	£1,045	£1,254
Single phase 15-way	£1,425	£1,710
Single phase 21-way	£1,995	£2,394
Single phase 23-way	£2,185	£2,622
Single phase 31-way	£2,945	£3,534
Single phase 47-way	£4,465	£5,358

Consumer unit size	Ex. VAT	Incl. VAT
Three phase 3-way	£855	£1,026
Three phase 7-way	£1,995	£2,394
Three phase 11-way	£3,135	£3,762
Three phase 15-way	£4,275	£5,130

Online consumer unit replacements are priced at a fixed amount for the board size and supply type you choose. We supply and fit consumer units with surge protection only. The fixed price covers a like-for-like replacement in the same location, the consumer unit with surge protection, labour, testing and an electrical installation certificate, and Building Regulations notification. Single-phase jobs are normally carried out by one electrician and three-phase or 31-way and larger jobs by two electricians, over a full working day.

Not included, and explained and quoted in writing before any extra work starts: remedial work for faults found during testing; earthing or bonding upgrades; new meter tails; moving the consumer unit to a new location; power company (DNO) isolation or other supply work; and making good, such as plastering or decorating. Nothing extra is done without your agreement, and the accepted fixed price is not changed unilaterally.

When booking online you must upload clear photos of your current consumer unit and your electricity meter. We review them before the visit. If the photos show that the job is not a standard replacement, or that the size or supply type selected is not suitable, we will contact you and either agree a written quotation for the correct work or cancel the booking with a full refund of your deposit.

A 50% deposit is paid online when you book. The balance is due when the work is complete and is paid by a secure payment link that we send you. The electrical installation certificate is issued once the balance is paid, except where the law requires otherwise. Building Regulations notification is made within the required timescale.

EV charger installations

Supply and fit a smart EV charger with 5m cable: £950 + VAT (£1,140 including VAT). Fit only, using your own approved charger: £475 + VAT (£570 including VAT). The fixed price includes up to 10m of cable, fixing to brick or render, a dedicated circuit breaker and protection, a CT clamp, testing and certification, DNO and building control notifications, and app setup.

Extras, agreed in writing before they start (prices plus VAT): cable beyond 10m at £15 per metre; 8m tethered cable at £80; groundworks in soft ground at £30 per metre with a minimum of £300; paving, garages and outbuildings quoted after we review your photos; a consumer unit upgrade, if needed, at our fixed consumer unit prices; and DNO supply upgrades quoted separately.

When booking online you must upload photos of your consumer unit, electricity meter, the proposed charger location and the cable route. We review them before the visit and, if the installation is not standard, agree a written quotation for the extra work or cancel with a full refund of your deposit. A 50% deposit is paid when you book and the balance by secure link after the job; the certificate is issued once the balance is paid, except where the law requires otherwise.

EXTRAS & FREE QUOTATIONS

5.4 Bank holiday, Christmas and New Year rates

All bank holidays are charged at the weekend rate. For hourly attendance on a bank holiday in England and Wales, or on 24, 25, 26 or 31 December or 1 January, the rate is £240 including VAT (£200 excluding VAT) for the first hour, then £120 including VAT (£100 excluding VAT) per extra hour (£60 including VAT, or £50 excluding VAT, per 30 minutes), the same as on Saturdays and Sundays. These dates override the normal weekday hourly bands. Other dates follow sections 5.1 and 5.2 unless a different price is expressly agreed.

5.5 Additional charges and surcharges

Materials: Hourly labour excludes materials unless stated. Materials are supplied at competitive prices and charged separately. The quoted customer price identifies the applicable VAT. Materials already included in a fixed quotation are not charged twice.

Sundries: Where appropriate, we may charge for sundries and consumables used on the job, such as fixings, cable clips, connectors, sleeving, tape and sealant. These are shown as a single “sundries” line on your invoice rather than listed item by item. If you have a fixed or all-in price, any sundries charge will be shown on that quote or basket before you accept it. For small works baskets, section 5.3A sets out when a sundries charge applies.

Material collection: Reasonable time sourcing or collecting non-stock items can be charged as labour at the agreed rate. This is capped at 60 minutes unless you specifically agree more time. We explain the need and expected cost before collection. Routine attendance travel is not an additional labour charge unless expressly disclosed in the booking.

Parking, permits, congestion, tolls and access costs: Relevant charges are disclosed before booking where known. Where an exact amount cannot reasonably be calculated, we explain the charging basis and agree the cost before it is incurred where practicable. VAT treatment follows the applicable rules. No undisclosed compulsory fee is added retrospectively.

Referral or commission arrangements do not automatically add a charge to your bill. Any customer-payable referral charge must be separately disclosed and agreed before the contract. Specialist access equipment, permits, third-party attendance and other extras require agreement unless already included.

6. Quotations and fixed-price work

6.1 Free quotations

Preparing and issuing a quotation is free. A visit booked solely to assess and quote for proposed work is also free on a weekday (Monday to Friday, other than a bank holiday). A quotation visit on a Saturday, Sunday or bank holiday is a paid visit, charged at the weekend rate: £240 including VAT (£200 excluding VAT) for the first hour, then £120 including VAT (£100 excluding VAT) per extra hour (£60 including VAT, or £50 excluding VAT, per 30 minutes). If you go ahead with the quoted work, the paid quotation visit fee is deducted from the value of that work. There is no £35 quotation fee. Requesting a quotation does not oblige you to proceed.

A quotation visit is not a free fault-finding, inspection, EICR, testing or repair service. Where diagnosis, opening up or chargeable work is needed to establish the scope, we will explain the difference and obtain your agreement to the charge before doing it. An enquiry or photograph may be sufficient for an estimate but does not establish the condition of concealed wiring.

A written quotation becomes binding when accepted in accordance with its stated acceptance process. It identifies the scope, price, exclusions, validity and payment stages. Estimates are indicative rather than fixed prices, but information or promises on which a consumer reasonably relies are not disregarded merely because they were given verbally.

6.2 Variations and unforeseen work

Customer-requested additions, concealed defects, unsuitable supplies, access changes or revised specifications may require a variation. We explain the reason, extra price or calculation basis and any effect on time, and obtain your agreement before proceeding. We do not automatically increase an accepted fixed price because of a later supplier price rise or our clerical error.

Where a newly identified condition is unsafe, we may stop the affected work, isolate the danger where appropriate and explain the necessary next steps. You may decline separately quoted remedial work; an unsafe circuit may then need to remain isolated. Approved variations are recorded with the job.

6.3 Accepting a quotation online and paying a deposit

Accepting. We may send your quotation with a secure link that is personal to you. The link shows the scope, the price including VAT and how payment works. You can accept online until the end of the 30th day after the quotation date (the "valid until" date shown), unless we replace or withdraw the quotation first. Please do not share the link. To accept, you tell us whether you are a consumer or accepting for a business, and confirm that you accept the quotation, its exclusions and payment terms, and these terms. We record your choices and the terms version with the quotation. A quotation that has expired, or that we have replaced or withdrawn, can no longer be accepted or paid online.

Declining. If you don't want to go ahead, you can decline the quotation using the same link. Giving a reason is optional. If you change your mind, you can still accept it with the link for 7 days after declining, as long as it is still within its "valid until" date. While it is still within that date, we can also re-open it for you on request. At the end of the 7th day after you decline, we delete the quotation and the personal details held for it. We keep only a short record (the quotation reference and the dates) so the old link can tell you it is no longer available. Records we must keep by law, such as invoices and payment records, are not affected.

Choosing your appointment. Where your quotation says you can choose your appointment online, you choose one appointment from our available times within 14 days after accepting (where a deposit is due, within 14 days after paying it). If you cancel that appointment, your deposit stays with your quotation and is credited against your final bill. You can then choose one new appointment online up to the end of the 14th day after you cancel, or until the end of your original 14-day choosing period if that is later. After that, or if you need a different time, please call us on 07508 525912. If you want to cancel the whole job and get your deposit back instead, see section 9.6.

Paying your deposit. Where we supply the materials, the deposit in section 7.1 is due when you accept. You can pay it by bank transfer instead, after accepting the quotation (section 7.1A). You can pay it online (by card, Apple Pay or Google Pay, or, where offered, Pay by Bank) until the end of the 14th day after accepting, even if the "valid until" date passes in the meantime. After that, please call us on 07508 525912 to arrange payment. Pay by Bank works as described in section 7.2A, including its £10,000 limit. Labour-only quotations need no payment in advance.

PAYMENT & APPOINTMENTS

7. Payment terms

7.1 Advance payments and deposits

Online hourly visits: One hour at the confirmed rate, including VAT, is payable at checkout and credited to the final bill. Online fixed-price inspections: The checkout and confirmation state the inspection amount collected and the board/circuit scope; this is payment for the inspection, not an hourly advance payment.

Quoted projects and installations where we supply the materials: you pay a deposit when you accept the quotation. The same applies to other quoted bookings exceeding £500 unless a different arrangement is stated. For a fixed-price quotation you choose to pay 50%, 75% or 100% of the quoted price, including VAT; for an estimate the deposit is 50% of the estimated total, including VAT. Labour-only quotations, where you supply the parts: nothing is paid in advance. The accepted quotation identifies the exact deposit and balance; it takes priority over this general rule. The standard online payment is not automatically combined with a second project deposit.

Small works baskets and job cards: When you book a basket or a staff job card online you choose how much to pay at checkout: at least 50% of the basket total for your chosen working hours, up to 100%, including VAT. Your payment is credited against the basket total. Any balance is paid after completion by a secure payment link. If you paid in full, nothing more is due for the listed items. Agreed extra work is invoiced separately.

Small works jobs longer than the online limit (section 5.3A) are booked by our staff by phone only. We reserve the days only once a deposit of at least 50% of the basket total for the chosen working hours has been paid and our calendar has every planned day free. Any balance is paid after completion by a secure payment link.

Online consumer unit replacements: 50% of the fixed price, including VAT, is paid online when you book. The balance is paid after completion by a secure payment link. Card, digital wallet and other payment options are shown where available.

Accepted project quotations: the deposit above is paid when you accept the quotation, online by card, Apple Pay, Google Pay or, where offered, Pay by Bank (section 6.3), or by bank transfer (section 7.1A). The balance is paid after completion by a secure payment link or by bank transfer.

Staff-entered / telephone bookings may be confirmed with payment arranged separately. The confirmation must accurately state whether any payment was received and what is due. Any request for full payment in advance for urgent or specialist work is disclosed and agreed before acceptance. Advance payments and deposits are subject to section 9 and are not automatically forfeited.

7.1A Paying by bank transfer

You can pay a quotation deposit or balance by bank transfer to AC Kinetic Ltd, using the account details shown on your quotation. You must still accept the quotation online first, using the Accept this quote button on your quotation page (section 6.3); a bank transfer on its own does not accept a quotation. Please use your quotation reference (for example AK-20261029-ABCD) as the payment reference, so we can match your payment.

We check bank transfers by hand on working days, so your quotation or booking page does not update automatically. A transfer counts as paid when it has reached our account and we have matched it to your quotation. For a deposit, we contact you once it has arrived and agree your appointment with you; your appointment is confirmed only when we send you the confirmation. Please pay a deposit within 14 days of accepting; after that, please call us before paying. If the reference is missing or the amount does not match, we will contact you before treating the payment as received. Any refund of a bank transfer is paid back to the account it came from.

7.2 Final payment

Unless an agreed written payment schedule states otherwise, the balance is due on completion of the agreed work and receipt of the invoice. We deduct payments already received. Additional charges must follow the agreed scope and variation process. Tell us promptly about a disputed item so it can be investigated; your legal rights to withhold a genuinely disputed amount are not excluded.

The contracting customer is responsible for payment. Agents, landlords, tenants and property managers should identify the intended contracting and paying party before booking and confirm their authority. A third party's payment promise does not change an agreed payer without our written agreement; a disclosed agent is not automatically treated as personally liable merely for arranging access.

7.2A Paying your balance online (Complete payment)

When the work is complete, we check the final charges (the time on the job at the agreed rate, or the agreed price, plus materials and any agreed variations) and approve them. Your booking page then shows your final bill: the time or agreed price, each material, the total including VAT, everything you have already paid (for example your deposit or advance payment), and what remains. You can pay the remaining balance online with the Complete payment button. You can pay it all at once or in parts: each online payment must be at least £5, or the whole remaining balance if that is less, and never more than what remains. We work out the bill; the payment link cannot change it.

Online payments are taken by Stripe on a secure checkout page. You can pay by card, Apple Pay or Google Pay (on supported devices), or, where it is offered, by Pay by Bank, approving the payment in your own banking app (open banking; available with many UK banks). A Pay by Bank payment is usually confirmed within seconds or minutes, but occasionally takes longer, and we treat it as paid once it is confirmed. If your bank does not complete it, nothing is taken (if money leaves your account but the payment is not completed, it is returned to you automatically) and you can pay again. Any refund of an online payment goes back to the card or bank account that paid it. Refunds to a bank account usually arrive within a few working days. If your bank cannot accept a refund (for example because the account is closed), we will refund you another way. Pay by Bank is only offered for payments up to £10,000.

After each payment, your booking page and online receipt show what you have paid and what remains. If we correct the final bill, the page shows the updated figure before you can pay again. If more than the balance is ever received, we refund the difference. A deposit you paid for the job, online on your quotation page or by bank transfer, is deducted before you pay. You can also pay by bank transfer (section 7.1A) or by any other method we agree with you.

7.3 Late payment

For qualifying business-to-business debts, statutory commercial-debt interest and compensation may apply under the Late Payment of Commercial Debts (Interest) Act 1998, including the applicable statutory rate of 8% above the Bank of England base rate. This is not an automatic statutory charge against consumer customers.

We may seek lawful recovery of overdue sums after a reminder and a reasonable opportunity to respond. Consumer interest or recovery charges apply only if lawful, fair and expressly agreed; legal and administrative costs are recoverable only where lawfully payable. We do not treat raising a genuine complaint as acceptance of extra fees.

7.4 Certificates and reports

We provide the electrical certificates, inspection reports and notifications appropriate to the agreed work. Our normal administrative target is within 72 hours of completion and payment, with issue within 28 days where applicable. Any shorter legal, scheme or expressly agreed deadline takes priority. Payment terms do not permit us to withhold a document beyond an applicable mandatory deadline.

A certificate for new or altered work is not automatically a new EICR for the whole property. Where we remedy another contractor's EICR observations, we provide appropriate evidence of our work; a fresh full inspection is separate unless expressly included and may reveal other issues. A requested duplicate is charged under section 5.3 where lawful.

8. Appointment times and delays

We aim to arrive within the confirmed window, not at a guaranteed exact minute unless expressly agreed. Traffic, preceding emergencies, access and supply problems may affect timing. We will notify you of a material delay and discuss revised arrangements. A delay caused by us does not itself raise the confirmed rate. Where we cannot provide the agreed service, cancellation, refund and other statutory remedies remain available.

CANCELLATION | CONSUMER RIGHTS

9. Cancellation policy

9.1 Statutory rights take priority

For relevant consumer contracts agreed online, by telephone or away from our business premises, you normally have a statutory cancellation period. For a service-only contract, it ends 14 days after the day the contract is made. No reason is needed to exercise that right. Business customers do not receive this consumer right merely because they book online.

For a contract supplying goods, including goods with installation services, the cancellation period normally ends 14 days after the day you or your nominated person takes physical possession of the goods. Different delivery arrangements and legal exceptions can affect that date. We identify applicable goods, cancellation and return arrangements before you commit. Completing installation does not automatically remove a right to return goods where that right still applies.

9.2 Asking us to start sooner

You may expressly request an appointment or work during the cancellation period. We record this request separately from acceptance of the general terms. Where required for an off-premises contract, it is recorded on a durable medium. An unticked box, a payment or the selection of a date does not by itself establish consent to an early start. Cancelling or rebooking an appointment, as described in section 9.6, does not end your right to cancel the contract during the cancellation period. It also does not count as a request for an early start.

If you cancel after services have started at your express request, you may have to pay an amount proportionate to the services actually supplied before you told us to stop, as permitted by law. This is not automatically the one-hour attendance minimum or a late-cancellation fee. No such payment is due where the law prevents it because the necessary information or express request was missing.

For a service-only contract, the statutory right ends after the contracted service has been fully performed only where you expressly requested early performance and acknowledged in advance that the right would end on full performance. It does not end merely because you tick a box or the engineer arrives. For mixed goods-and-services contracts, any continuing goods cancellation rights remain.

Consumer units and other installations with supplied goods: the cancellation period for the goods runs from the day you take physical possession of them, which for equipment we install is normally the installation day. Installation therefore always takes place within the cancellation period, so we ask for your separate express request to carry out the installation on the booked date. You may cancel before the visit for a full refund of the amount you paid (deposit, advance payment or basket payment). If you cancel after work has started at your request, you may have to pay a proportionate amount for the services supplied.

Without a valid early-start request, we will offer a suitable appointment after the cancellation period rather than perform non-exempt services early. We will not record consent on your behalf without your actual instruction.

9.3 Specifically requested urgent repairs

A limited statutory exception can apply where you specifically ask us to visit for urgent repairs or maintenance. It applies only to the urgent work requested and replacement parts necessarily used for it. Additional unrelated services or goods do not become exempt simply because they are supplied during the same visit. A same-day price or an “urgent” booking label alone does not establish the exception.

9.4 How to cancel and refunds

Tell us clearly that you wish to cancel by replying to your confirmation, emailing enquiries@ac-kinetic.com, calling 07508 525912, using any provided cancellation facility or writing to the registered office. The appendix contains an optional model form. You do not have to use it. Include your name and booking reference or property address so we can identify the booking.

For a statutory cancellation, a notice sent within the applicable period is sufficient. We acknowledge an online cancellation without delay on a durable medium. We reimburse sums due without undue delay and within the applicable legal deadline, normally 14 days after being informed for service contracts, using the original payment method unless otherwise agreed without a fee. For a small works basket or job card booking, the sums due are worked out from the amount you paid (deposit, advance payment or basket payment), and refunds always go back to the card or account that paid, even where someone else is our customer (section 5.3C).

Where goods must be returned, lawful refund timing may depend on their return or evidence of return. Goods should be returned within 14 days after cancellation. Any consumer-paid return costs, including an estimate for goods not normally returnable by post, must have been disclosed before booking; otherwise we bear them. We explain safe return arrangements for installed equipment. No statutory cancellation or restocking penalty is added.

9.5 Commercial appointment policy

The following policy applies only to the extent that a statutory cancellation right or another legal remedy does not override it. The amounts are maximum appointment-cancellation charges, not automatic penalties. Any charge must reflect a fair, evidenced net loss after costs saved, reasonable mitigation and replacement bookings. We explain the calculation and do not recover the same loss twice.

Notice / situation	Maximum charge, where lawful
24 hours or more before the window starts	No appointment-cancellation charge
12 to less than 24 hours before the window starts	30 minutes at the applicable agreed labour rate
Less than 12 hours before the window starts	One hour at the applicable agreed labour rate
Engineer attends but access is not available	One hour at the applicable agreed labour rate

For a fixed-price inspection, any applicable cancellation cap or other project-specific cancellation arrangement must be stated before acceptance. We do not retrospectively substitute the whole inspection price for a labour-based cancellation cap. For quoted projects, agreed non-recoverable materials or work already supplied may be relevant only to the extent lawful and not already covered by another charge.

We apply any lawful charge against money already paid and return the balance. A booking made without an upfront payment does not remove a lawful cancellation obligation. A company-cancelled visit is not treated as a customer cancellation. Rescheduling costs, if any, are explained and agreed rather than concealed in a replacement booking.

9.6 Cancelling an appointment while keeping the booking

Where you have paid a deposit or advance payment (online, by phone or with a quotation), and you cancel an appointment yourself before its arrival window starts, we treat that as cancelling the appointment, not the contract. We free the time slot and keep your payment on your booking, and it is credited against your final bill. Your booking reference and link stay the same.

You can choose one new appointment online, up to the end of the 14th day after you cancel. For a quotation, use your quotation page (section 6.3). For other bookings, use your booking page, at the same price and where the new time is not short notice. After that, or if you want a time at a different price, please call us on 07508 525912. Once your arrival window has started, or the electrician is on the way, appointments can't be cancelled or changed online. Please call us.

Your right to cancel and get your money back is not affected. If you are a consumer and you are within your statutory cancellation period (section 9.1), you can still cancel the whole contract and get a full refund of what you paid. Tell us by replying to your confirmation, emailing enquiries@ac-kinetic.com or calling 07508 525912 (section 9.4). If you tell us clearly in any other way that you want to cancel the contract, for example in the reason you give when you cancel an appointment online, we treat that as cancelling the contract. We refund within the legal deadline, to the original payment method. Outside that period, section 9.5 applies to cancelling the whole contract, and we return any money not needed for a lawful charge. Video consultations and unpaid reservations are not affected by this section.

If you have not arranged a new appointment within 3 months after you cancel, we will contact you. If you no longer want the work, we will refund your payment, less only any charge allowed under section 9.5.

If we cancel or move an appointment, it is not treated as a cancellation by you (section 9.5).

10. Customer satisfaction and defect reporting

Tell us promptly about any concern, preferably in writing with the job reference, description and useful photographs. We ask for notification within 28 days where practicable, but a later report does not automatically invalidate a claim or shorten statutory rights. Please give us a reasonable opportunity to inspect and put right work for which we are responsible.

For an immediate safety concern, keep clear of the affected equipment and contact us promptly; do not delay necessary emergency help simply to preserve a guarantee. We investigate the cause. Misuse, ignored safety advice or unrelated third-party work does not make us responsible for damage it causes, but does not automatically remove liability for our own work.

11. Workmanship guarantee

11.1 Coverage

We provide a six-month workmanship guarantee from completion for defects caused by our workmanship on the agreed work. The contractual guarantee normally applies once the relevant work is fully paid for. It does not restrict statutory remedies, including where payment is genuinely disputed. Manufacturer warranties for supplied products apply separately and do not replace rights against us where the law provides them.

11.2 Exclusions and limits

The additional guarantee does not cover defects caused by misuse, failure to maintain equipment, an alteration or repair by another party, or a defect in a customer-supplied product. An exclusion applies only to the extent the problem was caused by that matter. Using customer-supplied equipment does not exclude our responsibility to install it with reasonable care and skill. Unrelated alterations do not void all cover.

ON SITE | RESPONSIBILITIES & INFORMATION

12. Liability and limitations

12.1 Scope, existing conditions and damage

We are responsible for loss or damage caused by our breach of contract or failure to use reasonable care and skill where the law makes us responsible. Nothing excludes liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation or any other liability that cannot lawfully be excluded. Consumer statutory rights remain unaffected.

Our attendance is not a warranty that every part of an existing installation is safe. Concealed defects, pre-existing faults, inaccessible areas, unsuitable customer equipment and conditions outside the agreed scope may require additional assessment or work. We are not responsible for a pre-existing problem merely because it becomes apparent during our attendance; we remain responsible for any damage we cause unlawfully or negligently.

Opening walls, lifting floors or removing old accessories can involve unavoidable disturbance. We explain reasonably foreseeable disruption and agree protection and making-good arrangements. Plastering, carpentry, tiling, painting and decorative finishes are excluded unless included in the quotation. This exclusion does not excuse damage caused by a failure to take reasonable care.

For consumers, we do not exclude reasonably foreseeable loss for which we are legally responsible. Business loss and indirect-loss provisions, if required for a commercial project, must be separately agreed and lawful; this document does not impose an unlimited blanket exclusion on every customer. Delays beyond our reasonable control are handled fairly under sections 8 and 12.3.

12.2 Customer responsibilities

Arrange safe access to the property, consumer unit, meters, rooms and equipment within the agreed scope. Obtain necessary owner, tenant or building-management permission. Tell us about access restrictions, parking, known faults, leaks, suspected asbestos, concealed services, fragile finishes and any equipment requiring uninterrupted power. Keep children and pets clear of the work area.

Clear movable belongings where practicable and protect or remove valuable items. If you ask us to move items, we agree the practical arrangements and use reasonable care. Please check their placement afterwards; we do not exclude responsibility for damage caused by our negligence. Unavailable access or additional handling can extend chargeable time where disclosed.

We may need to isolate power, test circuits and leave unsafe equipment disconnected. We will explain the reason and record relevant limitations. Customer instructions cannot require unsafe work or the issue of a misleading certificate.

12.3 Time extensions

Where circumstances beyond our reasonable control prevent the agreed programme, we notify you, take reasonable steps to reduce the effect and discuss an appropriate extension or alternative. This does not remove cancellation, refund or other remedies available by law.

13. Cleaning and waste disposal

We tidy the immediate working area after our work. Full cleaning, decorating and waste removal are not included unless expressly agreed. We explain any waste left for your arranged collection. Where we agree to remove waste, the scope and price are recorded and we handle it in accordance with applicable duties.

14. Offers and incentives

Promotions have the conditions disclosed with the offer and are not automatically combined or applied retrospectively. A price comparison or “lowest rate” label describes the relevant available appointments; it does not imply a discount that does not exist.

15. Data protection and privacy

We use necessary contact, property, booking, payment-status and job-history information to provide services, communicate, keep records and meet legal obligations. Booking information can be shared with authorised staff, assigned engineers and necessary service providers. Internal notes are not included in customer calendar invitations. Staff corrections are recorded and customer details are kept appropriately restricted.

We retain the applicable terms version and evidence of booking choices, including an early-start request where relevant. Service communications are separate from optional marketing. Our privacy notice explains purposes, lawful bases, recipients, retention and your rights under applicable UK data-protection law. Contact enquiries@ac-kinetic.com to request a copy or raise a data concern.

Quotations you decline online: at the end of the 7th day after you decline, we delete the quotation and the personal details held for it, unless you reinstate or accept it with the same link, or we re-open it first (section 6.3). We keep only the quotation reference and the dates. Records we must keep by law, such as invoices and payment records, are kept as normal.

Small works bookings: we keep the details of our customer, the person paying and the person who gives us access, as recorded when the job was booked, and staff can correct them. Photos you add when you book are stored privately, are seen only by our staff to prepare for the job, and are deleted automatically 6 months after the job is marked completed. Photos of jobs that are not yet completed, or that are under a complaint or refund review, are not deleted until that is finished.

CUSTOMER CARE & KEY POINTS

16. Complaints procedure

Contact enquiries@ac-kinetic.com or write to the registered office with the job reference and issue. We ask you to raise concerns promptly, preferably within 28 days, without restricting statutory rights. We aim to acknowledge a complaint within five working days, investigate and inspect where appropriate, and resolve it within 28 days or keep you informed of progress.

Where we cannot resolve a complaint, we provide any alternative-dispute-resolution information required by law or our applicable scheme obligations. You may seek independent advice from Citizens Advice or Trading Standards. A complaint does not prevent either party using lawful remedies.

17. Insurance and professional standards

AC Kinetic Ltd operates as an electrical contractor and maintains appropriate public liability insurance (£5 million cover) and professional indemnity insurance. Details and applicable registration information are available on request. Work is carried out by suitably competent people, with appropriate testing, documentation and notification for the agreed scope. We do not imply that electrical registration covers an unrelated trade.

18. Changes to these terms

This version is for new bookings once introduced. We identify the applicable version when the contract is made and provide a copy you can save. Publishing a new version does not retrospectively change an existing booking. Changes to an existing agreed contract require agreement, except where a change is required by applicable law.

19. Governing law and jurisdiction

These terms are governed by English law. Business contracts are subject to the courts of England and Wales unless expressly agreed otherwise. Consumers retain any mandatory protections and rights to bring proceedings in courts available to them under applicable law. This clause does not restrict those rights.

20. Contact information

AC Kinetic Ltd
Registered and postal office: 214 Shirland Road, London W9 3JF
Telephone: 07508 525912 | Backup: 07491 957172
Email: enquiries@ac-kinetic.com | Website: ac-kinetic.com
Company no. 08922083 | VAT no. 318853088
Electrical visits take place at customer properties; the registered office is not a walk-in shop.

21. Summary of key points

Topic	Summary
Quotations	Free. Diagnostic testing, inspections and actual work are chargeable only when separately agreed.
Hourly work	One-hour minimum, then 30-minute increments. Online advance payment covers one hour and is credited to the bill.
EICRs	Domestic £240 / commercial £360 including VAT for one board with up to 8 circuits. Extra circuits: £30 / £48 including VAT. Landlord safety bundle (domestic EICR plus smoke and CO alarm check): £288 including VAT.
Variations	Extra work, parts and relevant access costs are disclosed and agreed. An arrival window does not include three hours of labour.
Cancellation	Statutory consumer rights take priority. Starting early requires an express request where applicable, not a blanket waiver.
Small works	Supply and fit at fixed prices including VAT for daytime windows, minimum spend £180 including VAT (£150 + VAT); only planned hours outside 8am–5pm weekdays cost extra (blue + £84, amber +£132 an hour including VAT, in 30-minute blocks; bank holidays at the weekend rate); pay 50–100% online, balance by secure link. Or book labour only at the hourly rate, with no minimum spend. Jobs over 15 working days are booked by phone.
Aftercare	Six-month additional workmanship guarantee; legal rights remain. Report concerns promptly. Required paperwork deadlines take priority.

Topic	Summary
Records	Keep the quotation, confirmation, applicable terms and completion paperwork together.

This summary is a guide. Read the detailed provisions and the specific scope and payment information supplied with your booking.

22. Video appointments

1. What it is. A video appointment is a 30-minute video call with an experienced AC Kinetic electrician to help you troubleshoot an electrical fault. It costs £45 + VAT (£54 including VAT). It is booked and paid for online only, in full, when you book. There is no deposit and no pay-later option.

2. Joining. We send a video link in your confirmation email and show it on your booking page. Please join on time from a device with a camera, near the fault if it is safe to be there. The call ends at the booked finish time.

3. Rescheduling and cancelling. You can reschedule free of charge, or cancel for a full refund, up to 24 hours before the call starts, using your booking link or by contacting us. Changes requested less than 24 hours before the call are at our discretion. If you do not join within 10 minutes of the start time, the call is treated as missed and is not refunded. If we cannot hold the call, we will rebook it at no cost or refund you in full. Your statutory rights are not affected.

4. Safety limits. We only guide safe checks, such as resetting a tripped switch or RCD, or identifying which appliance or circuit is causing a fault. We will never ask you to work on live parts, remove covers, faceplates or accessories, or use tools inside electrical equipment. If anything appears unsafe or needs hands-on work, we will stop and recommend a visit. You remain responsible for your own safety and must not attempt anything you are unsure about.

5. Not an inspection. A video appointment is advice and guidance only. It is not an inspection, test, Electrical Installation Condition Report (EICR), certificate or guarantee that an installation is safe, and no certificate is issued.

6. 7-day deduction. The £45 + VAT will be deducted from your appointment if you book a visit within 7 days. The deduction applies once, to a visit booked online with the same email address within 7 days after the video call, while the video appointment is paid and not cancelled or refunded. It is deducted from the amount you pay when booking the visit. If that amount is lower than the deduction, any unused balance is deducted from your final invoice for that visit. It has no cash value.

APPENDIX | OPTIONAL CANCELLATION FORM

Model cancellation form

Complete and return this form only if you wish to cancel a contract for which a statutory cancellation right applies. You may instead send any other clear cancellation statement. You do not need to print or sign a form sent electronically.

To: AC Kinetic Ltd, 214 Shirland Road, London W9 3JF
Email: enquiries@ac-kinetic.com

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract of sale of the following goods [*] / for the supply of the following service [*]:

_____

_____

Ordered on [*] / received on [*]: _____

Name of consumer(s): _____

Address of consumer(s): _____

_____

Signature of consumer(s) (only if this form is notified on paper):

_____

Date: _____

[*] Delete as appropriate.

Helpful booking information — optional

Booking reference: _____

Property address, if different: _____

_____

What happens next

We acknowledge your notice and explain any lawful charge for services already supplied at your express request, or relevant goods-return arrangements. Statutory cancellation refunds are handled under section 9. You may contact us directly with any questions.

Thank you for choosing AC Kinetic Ltd.