

Electrical Safeguard

Terms and conditions

Welcome to your Electrical Safeguard Cover

Thank you for taking out Electrical Safeguard Cover. Please read all of this document carefully so you know what you are covered for. If you have a nominated person, please ask them to read these documents as well. This is important, especially if you need to make a call out. If you have any questions or need to change any details, please call us on 07899 668 167. Please keep them in a safe place.

Making a Call Out

To make a call out, please check all your documents to make sure you are covered. Then telephone 07899 668 167. To speed up your call out, please make sure you can tell us:

- Your name and address;
- The address of the property (including the postcode) you wish to direct the call out to;
- The reason for the call out.

Eligible properties

We will cover properties which are a house, bungalow, self-contained flat or maisonette that is owned by you:

We will not cover:

- detached garages;
- sheds;
- other outbuildings;
- shared areas of properties that are not owned by you, for example hall and stair areas.

Your properties

The properties which are covered by your Electrical Safeguard cover must be declared when you initially sign up to your cover. The number of properties covered is agreed when you choose your level of cover.

Moving property addresses

You must tell us if you are moving the address of one or more of the properties you wish to be covered as we will only cover you at the address provided to us. If these properties are subject to free repairs on the Electrical Safeguard 12 month Gold Cover a new initial test must be conducted for the property to be eligible for this cover at the cost of £50 (price subject to change).

Understanding your cover and how it works

Please note that this cover does not cover normal day-to-day maintenance. This cover protects property owners in case their wiring or household electricals need to be repaired. Electrical Safeguard is provided by JB Electrical Surrey Ltd. We are available 24 hours a day to deal with any problem covered by your cover and make the electrics in your property safe.

We will give this service at any time:

- during the period of cover; and
- within the Geographical Limits; and
- as long as you have paid what we have asked.

Our aims

We aim:

- to give quick, expert help; and
- to send an experienced JB Electrical Contractor to you as quickly as possible, every time.

Occasionally, there may be a delay when providing this service. This is most likely to happen if:

- you live in a remote area; or
- there is bad weather. We cannot be responsible for any delay caused by a manufacturer, supplier or their agents. This includes any delay in them delivering spare parts, etc.

Free Call Outs

You will receive a certain amount of free calls outs from JB Electrical Surrey Ltd depending on the level of cover you have signed up for. These call outs will help you to ensure that the electrics in your properties are maintained to the highest standards. The number of free call outs offered by your cover must be used in the period of your contract length and cannot accrue if they are not used.

The number of free call outs offered by each level of cover is;

| | | |
|---|---|---|
| Bronze Cover – 6 Month Contract – 1 Free Call Out | Silver Cover – 6 Month Contract – 2 Free Call Outs | Gold Cover – 6 Month Contract – 3 Free Call Outs |
| Bronze Cover – 12 Month Contract – 3 Free Call Outs | Silver Cover – 12 Month Contract – 5 Free Call Outs | Gold Cover – 12 Month Contract – 7 Free Call Outs |

What is covered in our free call outs

Emergencies or breakdowns in the properties declared by you at the beginning of your cover caused by:

- The permanently installed electrical wiring inside your properties failing
- Failure of your wall sockets, switches, fuse boxes, light fixtures, circuit breakers and transformers

What is not covered in our free call outs

(we can still address these issues, but they will be subject to a call out charge at a competitive rate for the time of day they are required.)

- Wiring that has not been properly installed, repaired or altered
- Electrical systems and wiring that is not permanently installed
- Electrical systems connected to a central heating system. This includes all controls, pumps, detectors, timers, programmers, etc Electric shower units, domestic appliances, fixed or portable heating systems
- Any breakdown or failure of your boiler, controls or system
- Any exterior electrics
- Telephone wiring, smoke detectors, doorbells or burglar alarm systems
- Energy generating systems

Free repairs

Free electrical repairs are offered only on our Electrical Safeguard 12-month Gold Cover. Free repairs are subject to an initial test which costs £50 (price subject to change). If new parts are required to undertake repairs these will be charged to the customer.

Initial test for free repairs

In order to receive free repairs on the Electrical Safeguard 12-month Gold Cover JB Electrical must first conduct an initial test of the electrics in your property. This test will cost £50 (price subject to change) and includes a certificate outlining the state of the electrics in your property.

What is covered by free repairs

- The permanently installed electrical wiring inside your properties failing
- Wall sockets, switches, fuse boxes, light fixtures, circuit breakers and transformers
- Free labour to complete repairs

What is not covered by free repairs

(we can still address these issues, but they will be subject to a call out charge at a competitive rate for the time of day they are required.)

- Wiring that has not been properly installed, repaired or altered

- Electrical systems and wiring that is not permanently installed
- The cost of new parts
- Electrical systems connected to a central heating system. This includes all controls, pumps, detectors, timers, programmers, etc Electric shower units, domestic appliances, fixed or portable heating systems
- Any breakdown or failure of your boiler, controls or system
- Any exterior electrics
- Telephone wiring, smoke detectors, doorbells or burglar alarm systems
- Energy generating systems

How we use the information about you

To provide our Electrical Safeguard services we collect and process information about you so that we can provide you with the products and services you have requested. This will include your name, address, property addresses to be covered, telephone number and email address which is necessary for us to:

- Meet our contractual obligations to you;
- Conduct any call outs or requests for assistance that you may have.

How we store and protect your information

All personal information collected by us is stored on secure servers which are compliant with the GDPR. We will need to keep and process your personal information during the period of cover and after this time so that we can meet our regulatory obligations.

How you can access your information and correct anything which is wrong

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please contact us by email or telephone as shown below:

Email Address: jbelectricalsurreyltd@gmail.com; Telephone Number: 07899668167.

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate. If you wish to make a complaint about the use of your personal information, please contact our head office using the details above. You can also complain directly to the Information Commissioner's Office (ICO). Further information can be found at <https://ico.org.uk/>.

Cancelling and renewing your cover

Your right to cancel – cooling off period. You can cancel your cover at any time during the cooling off period unless you have already requested a call out. That is, within 14 days of buying this cover.

When you cancel your cover during this cooling off period, we will refund any monthly subscription you have paid unless you have already requested a call out.

How to cancel your cover

If you want to cancel your cover, please call us on 07899668167 or email us at jbelectricalsurreyltd@gmail.com. You must tell us whether you want your cover cancelled immediately or from a future date. You will not receive a refund if you cancel your cover after the 14-day cooling off period. You will be required to pay the full amount for the remaining period of your initial subscription. For example, if you initially signed up for a 12-month contract and wish to cancel after 6 months you will be required to pay for the remaining 6 months in order to cancel your cover.

We may cancel your cover

If you do not keep to the terms of your cover, we may cancel it. If we cancel your cover, we contact you on the most recent contact details you have provided to us. We will give you at least 14 days' notice and explain why your cover is being cancelled.

Examples of why we may cancel your cover are:

- because you have not paid your monthly subscription;
- because you are no longer eligible for cover.

Renewing your cover

We will contact you before your cover is due for renewal and tell you:

- about any changes that we have made to your cover;
- how much you will have to pay; and
- what you must do to renew your cover.

If you do not want to renew your cover, please tell us before your renewal date.

How to complain

We aim to always give a first-class service. However, if you have a concern about the services we are providing, please tell us. We want to put things right – first time. Your comments may help us improve our services. If you want to make a complaint you can contact us:

- by telephone - call us on 07899668167
- by email – send an email to jbelectricalsurreyltd@gmail.com