STRONG CURRENT GROUP LTD

Terms and Conditions of Works
Strong Current Group Limited ™

Effective date: 8 September 2026

Important: These Terms form part of the contract between the '*Customer*' and '*Strong Current Group Limited*' including any of its divisions or subsidiaries. For Consumers, nothing in these Terms excludes or restricts rights that cannot lawfully be excluded or restricted.

1. Definitions and application

1.1 "Company", "we", "us" and "our" mean Strong Current Group Limited. "Customer" and "you" mean the person or organisation contracting with the Company. "Consumer" means an individual acting wholly or mainly outside their trade, business, craft or profession. "Business Customer" means any Customer who is not a Consumer.

1.2 These Terms apply to electrical installation, alteration, repair, maintenance, inspection, testing, fault-finding and related works supplied by the Company, unless different terms are expressly agreed in writing.

1.3 The quotation, any written variation, these Terms and any documents expressly incorporated into them form the contract. If there is an inconsistency, a specifically agreed written variation or quotation takes priority over these general Terms to the extent of that inconsistency.

1.4 Where the Customer is a Consumer, these Terms are subject to applicable consumer law, including the Consumer Rights Act 2015 and, where applicable, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

2. Quotations and formation of contract

2.1 Unless stated otherwise, quotations are valid for 30 days and may be withdrawn before acceptance where reasonably necessary, provided no binding contract has already been formed.

2.2 A quotation is based on the information and access reasonably available when it is prepared. Unless expressly stated, it does not include work that could not reasonably have been identified before commencement.

2.3 A contract is formed when the Customer accepts the quotation or other offer in writing, electronically or by another clear method accepted by the Company. Where work is requested urgently, a contract may also arise when the Company begins work at the Customer's request.

2.4 Estimates are approximate only. Where a price is expressly described as an estimate rather than a fixed quotation, the final price will reflect the work and materials reasonably required, with material changes explained to the Customer where practicable.

3. Scope of works

3.1 The Company will carry out the work described in the accepted quotation and any subsequently agreed variations with reasonable care and skill and in accordance with applicable legal and technical requirements.

3.2 Work not expressly included in the quotation is excluded. Examples may include decorating, plastering, carpentry, flooring, roofing, landscaping, specialist access equipment, asbestos work, network or alarm programming, builder's work and utility-provider work unless specifically stated.

3.3 The Company may use suitably competent employees, labour-only personnel or subcontractors to perform all or part of the work. The Company remains responsible for its contractual obligations to the Customer to the extent required by law.

4. Consumer cancellation rights

4.1 Where a Consumer contract is made at a distance or away from the Company's business premises and statutory cancellation rights apply, the Consumer normally has 14 days from the day after the contract is made in which to cancel without giving a reason.

4.2 The Company will provide the Consumer with the cancellation information required by law and a model cancellation form where required. The Consumer does not have to use the model form; any clear statement of cancellation is sufficient.

4.3 If the Consumer asks the Company to begin a service during the cancellation period, the Company will obtain the Consumer's express request where required by law. If the Consumer then cancels before the service is fully performed, the Consumer may be required to pay a proportionate amount for the service supplied up to cancellation, where the law permits.

4.4 Where a service has been fully performed during the cancellation period following the Consumer's express request and acknowledgement, the statutory right to cancel may be lost in accordance with applicable law.

4.5 Nothing in this section creates a cancellation right where the law provides an exemption. A cancellation form is included at the end of these Terms for use where applicable.

5. Prices, VAT, deposits and staged payments

5.1 Prices are as stated in the quotation. The Company is not VAT registered as at the Effective Date and therefore does not charge VAT. If the Company becomes VAT registered, quotations and invoices issued after registration will state the applicable VAT treatment.

5.2 The Company may require a reasonable deposit or advance payment for materials, specialist equipment or booked labour. Any such requirement will be stated before the Customer becomes bound.

5.3 For larger works, the quotation may provide for staged or interim payments. Each payment becomes due in accordance with the agreed schedule.

5.4 Where bespoke, non-returnable or specially ordered materials are required, the Customer may be required to pay their reasonable cost in advance, subject to the Customer's statutory cancellation and refund rights.

6. Payment and late payment

6.1 Unless otherwise stated in the quotation or invoice, payment is due on completion of the work.

6.2 For Business Customers, the Company reserves all rights available under the Late Payment of Commercial Debts (Interest) Act 1998, including statutory interest and applicable fixed or reasonable recovery costs, unless a different lawful contractual remedy has been agreed.

6.3 For Consumers, the Company may recover sums lawfully due, together with court fees, interest or reasonable recovery costs only to the extent permitted by law or awarded by a court. This clause does not impose the statutory commercial late-payment rate on Consumers.

6.4 The Customer must raise any genuine invoice query promptly and provide sufficient detail. An invoice query does not entitle the Customer to withhold an undisputed amount.

6.5 The Company may suspend further work for overdue undisputed sums after giving reasonable notice, except where doing so would be unlawful or create an unreasonable safety risk.

7. Variations and additional work

7.1 Changes requested by the Customer, or additional work reasonably required because of conditions discovered after commencement, may change the price and completion time.

7.2 Where reasonably practicable, the Company will explain the additional work and obtain approval before proceeding. Approval may be recorded by email, text message, signed variation, quotation software or another durable written method.

7.3 Where immediate work is reasonably necessary to make an installation safe or prevent significant damage, the Company may carry out proportionate safety work where authorised by the Customer or otherwise permitted by law. Any further remedial work will be separately agreed.

8. Unforeseen and concealed conditions

8.1 The Company is not responsible for conditions that could not reasonably have been identified before work began, including concealed or incorrectly routed cables or pipes, hidden junctions, structural defects, water ingress, defective existing wiring, inaccessible equipment, undocumented alterations, vermin damage or hazardous materials.

8.2 If such conditions are discovered, the Company may pause the affected work, make the area reasonably safe and provide recommendations or a price for additional work.

8.3 The Customer is responsible for additional reasonable costs caused by unforeseen conditions where those costs are not attributable to a breach by the Company.

9. Existing installations and pre-existing defects

9.1 Unless the contract is specifically for a full inspection or test, the Company is responsible only for the parts of the installation within the agreed scope of work.

9.2 Working on, connecting to or testing an existing installation does not constitute acceptance or a guarantee of the condition, design, compliance or remaining life of parts outside the agreed scope.

9.3 The Company is not liable for pre-existing defects or deterioration that it did not cause. If a dangerous or potentially dangerous condition is identified, the Company will inform the Customer and may isolate affected equipment where reasonably necessary for safety.

10. Customer responsibilities

10.1 The Customer must provide accurate information relevant to the work and disclose known hazards, asbestos, buried or concealed services, access restrictions and other matters that may affect safety or performance.

10.2 The Customer must provide safe, reasonable and timely access to the premises, including access to relevant distribution equipment, meters, lofts, cupboards, plant rooms and work areas.

10.3 Unless agreed otherwise, the Customer must remove or protect fragile, valuable or obstructive items and provide reasonable access to floors, walls, furniture and equipment.

10.4 The Customer must obtain permissions that are their responsibility, including landlord, freeholder or managing-agent consent. The Company will obtain only those approvals or notifications expressly included in its scope.

10.5 The Customer must not knowingly instruct the Company to perform work that is unlawful or unsafe.

11. Access, isolation and services

11.1 Electrical supplies may need to be isolated during the work. The Customer is responsible for taking reasonable precautions for equipment that may be affected by an interruption, including computers, alarms, medical or life-support equipment, refrigeration, servers and other sensitive equipment, and must tell the Company in advance of any critical supply.

11.2 The Company will take reasonable care when isolating and restoring supplies but is not responsible for loss caused by the normal and reasonably necessary interruption of power unless caused by the Company's negligence or breach of contract.

11.3 Parking, permits, congestion charges, specialist access and similar project-specific costs may be charged where identified in the quotation or agreed as a variation.

12. Health, safety and asbestos

12.1 The Company may stop or refuse work where its personnel reasonably believe that conditions present a material health or safety risk, or where continuing would breach legal or professional obligations.

12.2 If asbestos or suspected asbestos-containing material is encountered, affected work may stop until suitable information, testing or remediation has been provided by a competent person. The Company does not undertake asbestos removal unless expressly contracted and legally competent to do so.

12.3 Reasonable delay and additional cost resulting from hazards not caused by the Company may be treated as a variation.

13. Materials and equipment

13.1 Materials supplied by the Company will be of satisfactory quality and suitable for their stated purpose to the extent required by law.

13.2 The Company may substitute an item with an equivalent or better product where the specified item is unavailable, provided the substitution does not materially reduce performance or appearance. Material substitutions will be discussed with the Customer where reasonably practicable.

13.3 Manufacturer warranties are subject to the manufacturer's terms. The Company will provide reasonable information needed for a valid manufacturer warranty claim where available.

13.4 To the extent permitted by law, title to unfixed materials supplied for the works remains with the Company until those materials have been paid for in full. This clause does not give the Company a right to enter property or remove installed goods unlawfully.

14. Customer-supplied equipment and materials

14.1 Where the Customer supplies equipment or materials, the Customer is responsible for ensuring that they are suitable, compatible, complete and available when required.

14.2 The Company is responsible for exercising reasonable care and skill when installing Customer-supplied items but is not responsible for defects inherent in those items, incorrect manufacturer information, missing components or manufacturer warranty failures that the Company did not cause.

14.3 Additional time required because Customer-supplied items are unsuitable, defective, incomplete or incompatible may be chargeable if agreed as a variation.

15. Making good and decoration

15.1 Electrical work may require access holes, chasing, lifting floorboards, moving insulation or disturbing existing finishes. The Company will take reasonable care to minimise disturbance.

15.2 Plastering, filling, painting, wallpapering, tiling, flooring, specialist carpentry and other decorative or building reinstatement are excluded unless expressly included in the quotation.

15.3 Where making good is included, the Company does not guarantee an exact colour, texture or finish match to aged or existing materials unless expressly agreed.

16. Inspection, testing and fault-finding

16.1 Inspection, testing and fault-finding record conditions found at the time and within the agreed extent and limitations. They do not guarantee that an installation will remain fault-free.

16.2 Testing may reveal latent or pre-existing defects. The Company is not responsible for causing a defect merely because reasonable testing exposes it.
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6.3 Fault-finding is charged for the professional time and work undertaken, not solely for successfully locating or repairing a fault, unless a fixed-price outcome has been expressly agreed.

16.4 Where testing identifies an unsafe condition, the Company may recommend or, where reasonably necessary for immediate safety, isolate the affected circuit or equipment and explain this to the Customer.

17. Certification and Building Regulations

17.1 Where applicable to the agreed work, the Company will provide the appropriate electrical certification or report, such as an Electrical Installation Certificate, Minor Electrical Installation Works Certificate or Electrical Installation Condition Report.

17.2 Certificates and reports relate to the installation, work and extent stated on the document and are subject to any recorded limitations. They are not a guarantee of parts outside that extent.

17.3 Where notification under the Building Regulations is legally required and the Company has agreed to arrange it, the Company will make the appropriate notification through the relevant route. Any work or fees outside that agreed responsibility remain the Customer's responsibility.

18. Dates, delays and completion

18.1 The Company will use reasonable efforts to meet agreed dates. Unless expressly stated to be a guaranteed deadline, dates are estimates and may be affected by material availability, access, discoveries on site, weather, utility-provider actions, other contractors or events beyond reasonable control.

18.2 The Company will inform the Customer of a material delay when reasonably practicable and will seek to minimise its effect.

18.3 The Company is not responsible for delay caused by the Customer, other contractors or circumstances outside its reasonable control, except to the extent the Company has failed to take reasonable steps required by law.

18.4 Completion occurs when the agreed work is substantially complete and capable of its intended use, subject to minor outstanding items that do not materially prevent use. This does not limit statutory rights relating to incomplete or defective work.

19. Customer cancellation and postponement outside statutory cooling-off rights

19.1 This section applies in addition to, and does not restrict, any statutory cancellation rights of a Consumer.

19.2 If the Customer cancels or postpones agreed work after the statutory cancellation period, or where no statutory cancellation right applies, the Company may charge only reasonable losses and costs actually incurred or reasonably unavoidable as a result, including non-returnable materials and committed labour, less costs reasonably saved.

19.3 The Company will not impose a disproportionate penalty or automatically retain sums to which it is not lawfully entitled.

20. Suspension and termination

20.1 Either party may terminate the contract for a material breach that is capable of remedy if the breach is not remedied within a reasonable period after written notice. Fourteen days will normally be treated as reasonable unless safety, non-payment, insolvency or the nature of the breach requires different action.

20.2 The Company may suspend or terminate affected work immediately where continuing would be unlawful or present a serious safety risk, or where the Customer or another person at the premises engages in threatening, abusive or dangerous conduct.

20.3 On termination, the Customer must pay sums properly due for work performed, materials supplied or reasonably committed, subject to applicable cancellation and consumer rights. Any amount due back to the Customer will be refunded as required by law.

21. Workmanship warranty

21.1 In addition to statutory rights, the Company provides a contractual workmanship warranty of 12 months for new installation work and 3 months for repair work, starting on completion, unless a longer period is expressly stated.

21.2 The warranty covers defects in the Company's workmanship under normal use. Where the Company supplied a defective material, the Customer's legal rights relating to goods and services remain unaffected.

21.3 The warranty does not cover fair wear and tear, misuse, neglect, failure to follow manufacturer instructions, accidental damage, external events, supply-network problems, pre-existing defects, or alterations by others, but only to the extent that such matter caused or contributed to the claimed defect.

21.4 The Customer should notify the Company promptly after discovering a suspected warranty defect and allow a reasonable opportunity to inspect and, where the Company is responsible, remedy it.

21.5 Nothing in this warranty limits a Consumer's statutory rights, including rights that may continue beyond the contractual warranty period.

22. Damage to property

22.1 The Company will take reasonable care of the Customer's property. The Customer acknowledges that some disturbance may be inherent in the agreed work, including access holes, lifting floors and removal of fittings.

22.2 The Company is responsible for physical damage caused by its negligence or breach of contract, subject to applicable law and the other provisions of these Terms.

22.3 The Company is not responsible for deterioration or damage resulting from pre-existing weakness, hidden defects or conditions that could not reasonably have been

identified, except to the extent the Company failed to exercise reasonable care and skill.

23. Liability

23.1 Nothing in these Terms excludes or restricts liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or statutory rights that cannot lawfully be excluded.

23.2 For Consumers, the Company is responsible for losses that are a foreseeable result of its breach of contract or failure to use reasonable care and skill. The Company is not responsible for losses that were not foreseeable when the contract was made, except where the law provides otherwise.

23.3 The Company supplies Consumer services for domestic and private use unless otherwise agreed. Where a Consumer uses the services for commercial or business purposes, liability for business losses is excluded to the extent permitted by law.

23.4 For Business Customers only, and subject to clause 23.1, neither party is liable to the other for indirect or consequential loss, loss of profit, loss of business, loss of revenue or loss of anticipated savings, except to the extent such exclusion is prohibited by law.

23.5 For Business Customers only, any financial cap on liability will apply only if expressly stated in the accepted quotation or separate written agreement and will be subject to applicable law. No blanket cap is created by these Terms.

24. Third-party work and opportunity to remedy

24.1 If the Customer believes the Company's work is defective, the Customer should notify the Company promptly and, where reasonable, allow the Company an opportunity to inspect and remedy work for which it is responsible.

24.2 The Customer should not arrange non-emergency third-party remedial work before giving the Company a reasonable opportunity to inspect. This does not prevent the Customer taking reasonable emergency action to protect persons or property and does not restrict any statutory remedy.

24.3 The Company is not responsible for defects or additional damage caused by third-party alteration, interference or repair, to the extent that the third-party work caused or contributed to the problem.

25. Complaints and disputes

25.1 Complaints should be sent to disputes@strongcurrentgroup.co.uk or to the Company's registered office. The Customer should provide the quotation or invoice number, property address, details of the issue and relevant photographs where available.

25.2 The Company will seek to acknowledge and investigate complaints within a reasonable time of no less than 10 working days, and may request access to inspect the work.

25.3 The Company is not currently registered with a competent-person scheme or subscribed to a specific trade-body or approved ADR scheme. Where the law requires the Company to provide information about an applicable alternative dispute resolution entity or process, the Company will provide the information required at that time.

25.4 Nothing in this clause prevents either party from exercising legal rights or using the courts.

26. Photographs, records and evidence

26.1 The Company may take reasonable photographs, measurements, test results and site records where necessary for carrying out the work, certification, quality assurance, safety, insurance, evidential or dispute-management purposes.

26.2 Photographs that identify the Customer, occupants or private information will not be used for advertising or public marketing without an appropriate lawful basis and, where required, separate consent.

26.3 The Customer must not unreasonably obstruct records required for electrical certification, regulatory compliance or the Company's legitimate business records.

27. Data protection

27.1 The Company will process personal data in accordance with applicable UK data-protection law and its Privacy Policy.

27.2 Personal data may be used where necessary to quote, schedule and perform work, issue certificates and invoices, comply with legal obligations, manage warranties and complaints, and establish or defend legal claims.

27.3 The Company's Privacy Policy is available at www.strongcurrentgroup.co.uk/privacy and should be made available to Customers with relevant pre-contract information.

28. Force majeure

28.1 Neither party is responsible for delay or failure caused by events genuinely beyond its reasonable control, such as severe weather, fire, flood, widespread utility failure, industrial action, war, civil emergency, government action or major supply-chain disruption, provided the affected party takes reasonable steps to minimise the effect.

28.2 If such an event prevents performance for a prolonged period, either party may end the affected contract on reasonable notice. The Customer will pay for work and materials properly supplied up to termination, and the Company will refund any prepayment for work or materials not supplied, subject to applicable law.

29. Intellectual property and documents

29.1 Unless otherwise agreed, copyright and other intellectual property in the Company's original quotations, drawings, designs, schedules, photographs and documents remains with the Company or its licensors.

29.2 Once sums properly due are paid, the Customer may use documents supplied for the operation, maintenance and lawful use of the installation at the relevant premises. This does not prevent the Customer using statutory certificates and reports for their intended purpose.

30. Notices and communications

30.1 Routine contractual communications may be sent by email, text message, quotation software or post using the contact details supplied by the parties.

30.2 The Customer must tell the Company if their relevant contact details change. This clause does not alter any statutory requirement for a notice to be given in a particular form.

31. No waiver

31.1 A delay or failure by either party to enforce a contractual right does not by itself waive that right.

32. Severability

32.1 If any provision of these Terms is found unlawful or unenforceable, it will be treated as modified to the minimum extent necessary where lawful, or otherwise removed, without affecting the remaining provisions.

33. Third-party rights

33.1 Except where these Terms expressly state otherwise, a person who is not a party to the contract has no right to enforce it under the Contracts (Rights of Third Parties) Act 1999.

33.2 Nothing in this clause removes any right or protection that an employee, agent or subcontractor has independently under applicable law.

34. Entire agreement - Business Customers

34.1 For Business Customers only, the written contract records the agreement between the parties concerning the works and supersedes prior statements not incorporated into it, but nothing excludes liability for fraud or fraudulent misrepresentation.

34.2 This clause does not apply so as to exclude information or representations that consumer law requires to form part of a Consumer contract.

35. Governing law and jurisdiction

35.1 These Terms and the contract are governed by the law of England and Wales.

35.2 For Business Customers, the courts of England and Wales have exclusive jurisdiction unless otherwise agreed in writing.

35.3 For Consumers, this clause does not deprive the Consumer of any mandatory right to bring proceedings in another court available to them under applicable law.

Customer acceptance

By accepting the Company's quotation or otherwise entering into the contract, the Customer confirms that they have been given access to these Terms before becoming bound.

For Consumers, acceptance does not waive statutory rights.

14-Day Waiver Form

Consumer request to start work within the 14-day cancellation period, Use this section only where statutory cancellation rights apply, and the Consumer wants work to begin before the cancellation period expires.

☐ I expressly request Strong Current Group Limited to begin the agreed service before the end of the applicable 14-day cancellation period.

☐ I understand that, if I cancel after the service has begun, I may have to pay a proportionate amount for services supplied up to cancellation where the law permits.

☐ I understand that if the service is fully performed following my express request, I may lose the statutory right to cancel once full performance has occurred, where the law permits.

Customer name: _____ **Date**: _____

Signature (where used): _____

Model cancellation form:

Complete and return this form only if you wish to cancel a contract and a statutory right to cancel applies.

To: Strong Current Group Limited

Registered office: 10 Liverpool Street, Southampton, SO14 6FW

Email: contracts@strongcurrentgroup.co.uk

I/We hereby give notice that I/We cancel my/our contract for the following service:
_____

Ordered/agreed on: _____

Customer name:
_____
Customer address:
_____
_____
____
Signature (only if this form is notified on paper): _____
Date: _____