General Terms & Conditions

Manchester EICR Limited | Version 2026.3 | 20 October 2026

Replaces version 2026.2 (effective 14 October 2026), which continues to apply to instructions given from 14 October 2026 until the effective date above. Earlier versions apply to instructions given before 14 October 2026.

Key points

- A contract is made however you book: website, email, phone, works order or accepting a quote. The version in force on the day you instruct us applies.
- Invoices are due on receipt unless agreed otherwise. Reports are released once payment has cleared.
- Cancel or rearrange free with at least 2 business days' notice. Later cancellations and no-access visits are charged (Schedule 1).
- You pay for an independent inspection and report, not for a pass. Photos are a free courtesy.
- We tell you about immediate danger on the day, whether or not an invoice is paid.
- If you have a concern, tell us and give us the chance to investigate and put it right. Complaints are acknowledged within 2 business days.
- If you are a consumer, your statutory rights are not affected.

This summary is for convenience. The full terms below apply.

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1 About these terms

1.1 **Who we are.** Manchester EICR Limited, company number 14497500, registered in England and Wales. Registered office: Abode House, Crickets Lane, Ashton-under-Lyne, OL6 6LZ. Telephone 0161 410 3427, email info@manchestereicr.com. We are a NICEIC Approved Contractor and Domestic

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Installer (NICEIC certificate number 618107000). In these terms "we", "us" and "our" mean Manchester EICR Limited.

1.2 **The documents that make up our contract with you.** Each job is carried out on these General Terms together with the service terms for the work booked: our EICR & Electrical Compliance Terms and our Gas Safety & Compliance Terms. If the documents conflict, they apply in this order:

(a) a signed commercial account or framework agreement between us, if there is one;

(b) our written quotation or booking confirmation for the job;

(c) the service terms for the work booked;

(d) these General Terms.

1.3 Our website, adverts, emails and other marketing describe our services but do not add to or change these terms, unless we confirm a change in writing for your job.

1.4 **How a contract is made.** A contract is made when you instruct us, however you do it: through our website, by email, by phone, by an agent's works order or portal, or by accepting a quotation or price list. Supplying the details we ask for after a quotation or price list counts as an instruction to go ahead, even if the appointment date is fixed later.

1.5 **Which version applies.** The version of these terms in force on the date of each instruction applies to that instruction. Our current terms are always available at manchestereicr.com/terms-conditions, and earlier versions are available on request. Our booking confirmations, quotations, invoices and certificate emails tell you which version applies.

1.6 **Business clients and consumers.** Some clauses apply only to business clients and are marked [Business]. If you are a consumer, nothing in these terms affects your statutory rights.

2 Definitions

- **Client** or **you**: the person or business that instructs us, as set out in clause 3.
- **Consumer**: an individual acting wholly or mainly outside their trade, business, craft or profession.
- **Business client**: any client who is not a consumer, including landlords letting property as a business, letting agents, managing agents and companies.
- **Business day**: Monday to Friday, excluding bank holidays in England and Wales.
- **Works**: the inspections, tests, reports, certificates, installation, remedial work and other services we agree to provide.
- **Report**: any report, certificate or record we issue, including an EICR and a landlord gas safety record.

3 Who our client is

3.1 The person or business that instructs us is our client and is responsible for paying for the Works.

3.2 When you book, please tell us whether you are acting for yourself, for a company (and which company), or as agent for a named landlord or property owner.

3.3 If you instruct us as agent for a named landlord or owner, you confirm that you have their authority to do so. Before we accept the instruction, we will confirm in writing who is responsible for payment. Unless that confirmation or a commercial account agreement says otherwise, the agent who instructs

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us and the named landlord or owner are each responsible for payment. If no landlord or owner is named, the person or business that instructed us is the client and is responsible for payment.

3.4 Agents and portfolio clients may agree a commercial account with us, which may set different payment terms, rates and arrangements.

4 Quotations, prices and scope

4.1 Quotations are valid for 30 days unless they say otherwise.

4.2 Our prices are based on the information you give us, such as the number of bedrooms, consumer units, distribution boards, circuits, appliances or systems, and the areas to be covered. We may rely on that information unless an error should have been obvious to us. Please tell us promptly if anything you have given us is wrong.

4.3 **If the scope on site is larger than quoted.** If our engineer finds more than was quoted (for example three distribution boards instead of one), we will stop that part of the work, tell you what has been found and what it will cost, and ask for your authority before continuing. If we cannot reach you, we will complete the quoted scope and record the remainder as a limitation, and we can return to complete it by arrangement.

4.4 We will not carry out chargeable work outside the agreed scope without your authority, except work needed to make an installation safe where there is immediate danger and the law allows it.

5 Payment

5.1 Unless we agree otherwise in writing, invoices are payable on receipt. Commercial account clients pay within the terms agreed in writing for their account.

5.2 Invoices are normally issued within one business day of the Works being completed.

5.3 Reports and certificates are released once full payment has cleared, unless we agree otherwise in writing. They are normally issued within one business day of cleared payment and our quality checks. If you need a report to meet a legal deadline, such as giving a copy to a tenant, please make sure payment reaches us in time. If an unpaid or disputed invoice would otherwise stop a landlord meeting a legal duty to give a gas safety record or electrical report to a tenant or authority, tell us and we will release the document so that duty can be met; the invoice remains payable. This does not affect our duty to tell you about immediate danger on the day (clause 8.2).

5.4 If you dispute part of an invoice, please tell us within 14 days and pay the undisputed part by the due date.

5.5 [Business] **Late payment.** We may charge statutory interest and fixed compensation under the Late Payment of Commercial Debts (Interest) Act 1998 on overdue invoices from the due date, together with any further reasonable costs of recovery the Act allows.

5.6 **Late payment by consumers.** We may charge interest on overdue amounts at 4% a year above the Bank of England base rate, accruing daily from the due date until payment.

5.7 [Business] **Pausing work for non-payment.** If undisputed invoices on your account are overdue and remain unpaid after we have given you written notice, we may pause further work for you until they are paid. We will still tell you about any immediate danger we have found.

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5.8 Materials and equipment we supply remain our property until paid for in full.

6 Access, cancellations and abortive visits

6.1 You are responsible for providing safe and reasonable access at the agreed time, including where access depends on a tenant, agent, key holder or anyone else. You are responsible for obtaining any permissions and giving any notices needed for lawful access, and for confirming access with us before the day.

6.2 An adult aged 18 or over must be present, or keys must be provided. We will not work where only children are present. Pets must be kept away from the work area.

6.3 **Cancelling or rearranging.** You can cancel or rearrange an appointment free of charge if you tell us at least 2 business days before it. Weekends and bank holidays do not count. For example, for a Monday appointment you must tell us by 5pm on the Thursday before; cancelling on the Friday is late.

6.4 **Late cancellations and abortive visits.** If you cancel later than that, or we cannot gain access or carry out the Works when we arrive (for example because tenants were not told, keys are wrong, or the site is not ready), we will charge as set out in Schedule 1. These charges reflect engineer time we have reserved and cannot reallocate at short notice.

6.5 If access fails, we will try to contact you while on site. Any return visit is a new appointment.

7 Your responsibilities and site safety

7.1 You must:

(a) give us accurate information about the property, the Works and the installation;

(b) tell us before we attend about any known hazards, including asbestos, hazardous substances, restricted areas, permit-to-work requirements and unusual site risks, and provide any asbestos register, site induction or risk assessment we need;

(c) give us safe access to consumer units, distribution boards, meters, appliances and equipment, with reasonable clear working space;

(d) make arrangements for isolating supplies and shutting down equipment where testing requires it;

(e) provide any installation records, drawings or previous reports you hold, where available.

7.2 Our engineers may stop or suspend work where they reasonably consider conditions unsafe or hazards are suspected or confirmed. Attendance may then be charged as an abortive visit, and further visits are chargeable.

7.3 As landlord, owner or duty holder you remain responsible for the ongoing safety of your installations and for your legal duties, including those under the Electricity at Work Regulations 1989, the Landlord and Tenant Act 1985 and the rented sector regulations that apply to you. We are responsible for carrying out the Works we agree with reasonable care and skill.

8 On-site communication and immediate danger

8.1 Our engineers record their findings on site. The codes and the overall outcome are confirmed in the issued report, after our quality checks, and are given to the client rather than to people present at the

property. Please do not rely on anything said on site as a final finding.

8.2 Where we find immediate danger (a C1 code, or an "immediately dangerous" gas situation), we will tell the person on site and the client on the same day, whether or not any invoice has been paid, and we will make the installation safe where we can and where the law allows.

9 Our standard of work

9.1 We will carry out the Works with reasonable care and skill, in line with the current edition of BS 7671 or the relevant gas standards and the legislation in force at the time.

9.2 Inspections and reports are independent assessments. You are paying for the inspection, testing and report, not for a particular result. We cannot guarantee that an installation will be found satisfactory or that remedial work will not be needed.

9.3 We are not responsible for the condition of an installation after our inspection where it has been altered, added to, repaired, damaged, interfered with, or worked on by others, or has deteriorated.

10 Photographs and records

10.1 Where our engineers take photographs, we include a selection free of charge to help explain the findings. Photographs are a courtesy. They are not part of an EICR or gas safety record, not every observation will be photographed, and their absence does not affect the validity of a report.

10.2 We keep job records, including test results, photographs, notes and every version of each report, for at least 6 years. Copies are available on request.

11 Reports and certificates

11.1 Once paid for, you may reproduce and share our reports in full and unaltered, for example with tenants, agents, councils, insurers and buyers. Extracts, removed pages or edited versions must not be presented as our report.

11.2 You must not alter any report, observation, code, reading or conclusion. If you think something needs changing, ask us (clause 12).

11.3 **Corrections and amendments.** We may reissue a report to:

(a) correct a clerical or administrative error (such as an address, client detail, attachment or formatting);

(b) make a technical amendment following review, for example a revised code or observation; or

(c) record a new inspection.

A reissued report supersedes the earlier version for that inspection. We keep every version on file.

11.4 Correcting or amending a report does not of itself show that the original inspection was carried out without reasonable care and skill, and does not of itself give a right to a refund. Any claim is decided on the evidence and the law.

12 If you have a concern about our work

12.1 If you think a report contains an error, or that our work was not carried out with reasonable care and skill, please tell us in writing as soon as possible, with the job reference, the property, the report and the specific finding concerned, and any supporting evidence. We ask that clerical errors are reported within 14 days of receiving the document. That is a timescale we ask you to keep to, not a cut-off, and it does not affect your statutory rights.

12.2 We will investigate and, where appropriate, correct, amend or repeat the affected part of the Works free of charge. Where an error is purely clerical and did not affect the inspection or testing, our normal remedy is to correct and reissue the document free of charge, normally within 5 business days.

12.3 Our technical review procedure is set out in our EICR & Electrical Compliance Terms and our Gas Safety & Compliance Terms.

12.4 [Business] Please give us a reasonable opportunity to investigate and put things right before instructing anyone else. We will not normally be responsible for third-party inspection, verification or remedial costs incurred without that opportunity, except where using someone else first was reasonably necessary, including for urgent safety reasons.

12.5 [Business] Where substantially similar concerns affect several inspections, we will, where reasonably practicable, first agree with you a proportionate sample or technical review to establish whether the issue is isolated or more widespread, before any wholesale re-inspection.

12.6 Where you allege a technical error, please keep the installation as it was found where practicable and tell us about any later repairs, alterations or inspections. Nothing in this clause delays safety work that is genuinely needed.

12.7 Each of us will take reasonable steps to reduce any loss arising from an alleged breach.

13 Complaints

13.1 **Stage 1.** Send your complaint in writing to info@manchestereicr.com (gas work: info@manchestergassafety.com), with the details in clause 12.1. We will acknowledge it within 2 business days and aim to send a full written response within 10 business days. If a technical complaint needs longer, we will tell you why and when to expect our response.

13.2 **Stage 2.** If you are not satisfied, ask for a director's review. We will respond within 10 business days.

13.3 **Independent routes.** Concerns about the technical standard of electrical work can be raised with NICEIC, and gas safety concerns with the Gas Safe Register. These bodies look at technical standards. They do not resolve refunds, compensation or contractual disputes.

13.4 **Consumers.** If we cannot resolve your complaint, our final response will give you the details of a certified alternative dispute resolution provider and tell you whether we agree to use it.

14 Our liability

14.1 Nothing in these terms limits or excludes our liability for death or personal injury caused by negligence, for fraud or fraudulent misrepresentation, or for any other liability that cannot be limited or excluded by law.

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14.2 **Consumers.** We are responsible for loss or damage you suffer that is a foreseeable result of our breach of these terms or our failure to use reasonable care and skill. We are not responsible for loss that was not foreseeable, or for business losses such as loss of rent, profit or business opportunity.

14.3 [Business] Subject to clause 14.1:

(a) we are not liable for loss of rent, profit, revenue, business or opportunity, or for any indirect or consequential loss;

(b) third-party inspection, verification or remedial costs are recoverable only where they were reasonably incurred as a direct result of our breach, and subject to clause 12.4;

(c) our total liability arising from or in connection with each contract, whether in contract, negligence or otherwise, is limited to £250,000 for financial loss (including loss arising from a report or certificate), and £5,000,000 for physical damage to property.

14.4 We are not liable for defects that a competent inspector could not reasonably have identified within the agreed scope and the limitations recorded on the report, or for the matters in clause 9.3.

14.5 **Making good.** Our prices cover the electrical or gas work only. Unless our quotation says otherwise, they do not include filling, plastering, painting or other decorating. When we replace an item such as a smoke, heat or CO alarm, light fitting, switch or socket, the new one may be a different make, model or size from the old one, and marks, holes or unpainted areas left by the old item may show afterwards. We will leave the work area safe, clean and tidy, but making good is the client's responsibility unless we have agreed otherwise in writing before the work starts.

15 Insurance

We hold public liability, employers' liability and professional indemnity insurance. Details and certificates are available on request.

16 Guarantee for installation and remedial work

16.1 Our workmanship on installation and remedial work is guaranteed for 12 months from completion. Manufacturers' warranties apply to the materials and equipment we supply.

16.2 The guarantee does not cover faults caused by misuse, tampering, work by others, pre-existing defects, or materials you supplied, unless agreed in writing.

16.3 Inspections and reports are assessments, not guarantees of the future condition of an installation.

17 Subcontractors and group companies

17.1 We may use approved subcontractors under our supervision. We remain responsible to you under our contract for work they carry out.

17.2 Gas work is carried out and certified by our group company, Manchester Gas Safety Limited, Gas Safe registration number 976164, as our subcontractor, unless you contract with Manchester Gas Safety Limited directly.

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18 Your data

18.1 We use personal data, including tenants' contact details provided for access, to arrange and carry out the Works, issue reports, keep records and meet our legal and scheme obligations. How we do this, who we share data with (including NICEIC, building control, the Gas Safe Register, our engineers and subcontractors, Manchester Gas Safety Limited, and our software and professional service providers) and your rights are explained in our Privacy Policy at manchestereicr.com/privacy-policy.

18.2 If you give us personal data about others, such as tenants, you confirm that you are entitled to share it with us for the Works.

19 Consumer cancellation rights

19.1 If you are a consumer and booked with us online, by phone or by email, or away from our premises, you may cancel within 14 days of the contract being made without giving a reason, by telling us clearly in writing. You may use the model cancellation form at the end of these terms, but you do not have to.

19.2 If you want the Works to start within the 14 days, we will ask you to confirm that request expressly, on the booking form or in writing, and to acknowledge that you will lose the right to cancel once the Works are complete. If you then cancel before the Works are complete, you must pay for the work done up to the time you tell us, in proportion to the full price. If we have not received your express request and acknowledgement, we will not start the Works within the 14 days.

19.3 After the 14 days, our normal cancellation terms in clause 6 apply.

20 Delays and events outside our control

20.1 Appointment times are estimates. We will take reasonable steps to attend as arranged, but emergencies, overruns or access issues can change timings.

20.2 We are not liable for delay or failure caused by events outside our reasonable control. We will tell you as soon as we can and agree a new date. If the delay continues for more than 30 days, either of us may cancel the affected Works and you will pay only for work done.

21 Ending a contract

21.1 Either of us may end a contract by written notice if the other seriously breaches these terms and does not put it right within a reasonable time of being asked.

21.2 If a contract ends, you will pay for Works completed and any reasonable costs already committed, subject to clause 6 and, for consumers, clause 19.

22 General

22.1 **No waiver.** If we do not enforce a term, delay in enforcing it, or make a goodwill concession, that does not waive our rights.

22.2 **Severability.** If a court finds any part of these terms unenforceable, the rest continues to apply.

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22.3 **Transfer.** We may transfer our rights and obligations to another company in our group. You may not transfer yours without our written agreement.

22.4 **Who can enforce these terms.** Only the parties to the contract, and any person expressly named in our quotation or report as entitled to rely on it, may enforce these terms.

22.5 **Notices and documents.** We send reports, invoices and notices to the email address you give us, and they are treated as delivered when sent there. Please keep your contact details up to date, and tell us within 14 days if a document you expected has not arrived.

22.6 **Law and courts.** These terms are governed by the law of England and Wales, and the courts of England and Wales have jurisdiction. If you are a consumer living in Scotland or Northern Ireland, you may also bring proceedings in your local courts.

Schedule 1: Cancellation and abortive visit charges

The charging basis for electrical work (per booked hour, or per property) is stated in your booking confirmation. If none is stated, a single-property booking is charged per booked hour and a multi-property booking per property. Charges reflect engineer time we have reserved and cannot reallocate, and will not exceed the price of the booked work. For consumers, your cancellation rights in clause 19 apply first.

Situation	Electrical work	Gas work
Cancelled or rearranged 2 business days or more before the appointment	No charge	No charge
Cancelled less than 2 business days before the appointment	£60 + VAT per booked hour; or £60 + VAT per property on a multi-property booking	£80 + VAT per visit
No access, or Works cannot be carried out on arrival	£60 + VAT per booked hour; or £60 + VAT per property on a multi-property booking	£80 + VAT per visit, plus our standard hourly rate for any time spent on site

Example: a 4-hour booking cancelled late is charged at £240 + VAT.

Model cancellation form (consumers)

To: Manchester EICR Limited, Abode House, Crickets Lane, Ashton-under-Lyne, OL6 6LZ, info@manchestereicr.com

I give notice that I cancel my contract for the following service: .....

Ordered on: ..... Name: ..... Address: .....

Signature (if sent on paper): ..... Date: .....