

Kford HomeCare

Membership Terms & Conditions

Operated by Kford Electrical Installations Limited

Version date: 16 July 2026

Important Information

These Terms and Conditions explain the agreement between Kford Electrical Installations Limited, trading as Kford HomeCare, and customers who purchase a Kford HomeCare membership.

Please read these Terms and Conditions carefully before joining.

By completing a membership application, accepting these Terms and Conditions, making payment or allowing membership services to begin, you confirm that you have read, understood and agreed to these Terms and Conditions.

Nothing in these Terms and Conditions affects your statutory consumer rights.

1. About Kford HomeCare

Kford HomeCare is a preventative home electrical membership service operated by:

Kford Electrical Installations Limited

Trading as: **Kford HomeCare**

Website: www.kfordelectrical.co.uk

Email: homecare@kfordelectrical.co.uk

Telephone: **07356 260703**

Registered office: 139 Water Orton Road, Castle

Bromwich, B36 9HB

Company number: 08968487

In these Terms and Conditions:

- “Kford HomeCare”, “we”, “us” and “our” mean Kford Electrical Installations Limited.
- “Member”, “customer”, “you” and “your” mean the person named on the membership agreement.
- “Property” means the residential property registered under the membership.

- “Membership Term” means the applicable 12 month membership period.
- “Home Electrical Health Check” means the preventative visual inspection described in these Terms and Conditions.

2. Purpose of the Membership

Kford HomeCare is designed to help homeowners identify visible electrical concerns, maintain awareness of their home’s electrical condition and obtain convenient access to professional electrical advice.

The membership is a preventative maintenance and priority booking service.

It is not:

- An emergency electrical breakdown service.
- An electrical insurance policy.
- A home emergency insurance product.
- A repair or maintenance contract covering all electrical faults.
- A guarantee that electrical faults will not occur.
- A substitute for an Electrical Installation Condition Report.
- A substitute for inspections required by a landlord, insurer, mortgage provider or local authority.
- A guarantee of same day attendance.
- An out of hours call out service.

Any electrical repairs, installations, fault finding, testing, certification or remedial work required following a Home Electrical Health Check will be quoted and charged separately.

3. Who Can Join

Membership is available for domestic residential properties located within the normal service area of Kford Electrical Installations Limited.

We may decline an application where:

- The property is outside our normal working area.
- The property is used primarily for commercial purposes.
- The property presents an unacceptable health or safety risk.

- Safe access cannot be provided.
- The electrical installation is known to be dangerous.
- The property requires extensive remedial work before a preventative inspection can reasonably be completed.
- The membership has been misrepresented or purchased using inaccurate information.
- Previous amounts remain unpaid to Kford Electrical Installations Limited.

Acceptance of an application is at our reasonable discretion.

Membership only becomes active once:

1. We have accepted the application.
2. The first payment or annual payment has been successfully received.
3. Any applicable cooling off arrangements have been completed or the customer has expressly requested that services begin early.

4. Properties Covered

Each membership covers one residential property only.

The covered property will be the address shown on the membership application.

Membership does not automatically cover:

- Additional properties.
- Rental properties not listed on the agreement.
- Detached commercial premises.
- Holiday homes.
- Outbuildings used for commercial purposes.
- Communal areas serving multiple properties.
- Electrical installations owned or controlled by a landlord, management company or third party.

A separate membership may be required for each additional property.

Membership is personal to the named customer and registered property. It cannot be transferred, resold or shared without our written agreement.

5. Membership Options

Kford HomeCare may offer the following payment options.

5.1 Monthly Direct Debit Membership

The monthly membership price is currently:

£19.99 per month

The monthly payment option is a method of paying for a fixed 12 month membership. It is not a month to month membership during the initial or any renewed 12 month term.

The customer remains responsible for all payments due during the applicable 12 month Membership Term, subject to statutory cancellation rights and the other cancellation provisions contained in these Terms and Conditions.

5.2 Annual Membership

The annual membership price is currently:

£199.99 for 12 months

Annual membership is paid in full at the beginning of the Membership Term.

Annual membership does not automatically renew unless the customer subsequently gives clear permission for an automatic renewal arrangement.

Before the annual membership expires, we may contact the customer and offer the opportunity to purchase a new 12 month membership.

If the customer does not renew, the membership will expire automatically at the end of the existing 12 month term.

5.3 Promotional Prices

Promotional prices, introductory offers or discounted membership rates may be subject to additional conditions.

Unless clearly stated otherwise, a promotional price does not permanently fix the price of future Membership Terms.

6. The 12 Month Membership Term

Every Kford HomeCare membership operates for an initial fixed period of 12 months.

The Membership Term begins on the membership start date stated in the customer's confirmation.

The customer cannot ordinarily cancel the membership partway through the 12 month term simply because they no longer wish to use the service.

This does not affect:

- Statutory cooling off rights.
- Rights where we have materially breached the agreement.
- Any other cancellation right required by law.
- Any discretionary cancellation that we may agree in exceptional circumstances.

Membership benefits that are not used during a Membership Term cannot be carried forward into a later Membership Term.

7. Renewal of Monthly Direct Debit Memberships

Monthly Direct Debit memberships automatically renew for a further 12 month Membership Term unless the customer gives us at least 30 days' written notice before the new Membership Term is due to begin.

For example, where a membership is due to renew on 1 September, written notice must reach us no later than 1 August.

We may send a renewal reminder before the end of the current Membership Term. However, the customer remains responsible for providing cancellation notice within the required timeframe.

If valid notice is not received at least 30 days before the renewal date:

- The membership will renew for another 12 month term.
- Monthly payments will continue.
- The customer will remain responsible for payments for the renewed 12 month term.
- A new annual Home Electrical Health Check entitlement will become available for the renewed term.

A customer who gives valid notice before the deadline remains entitled to membership benefits until the existing Membership Term ends.

No membership benefits arise for a new term where valid cancellation notice was received before that term began.

8. Cancelling a Direct Debit Is Not Cancellation of Membership

Cancelling a Direct Debit instruction through a bank or building society does not, by itself, cancel the Kford HomeCare membership agreement.

Customers must also provide cancellation notice directly to Kford HomeCare in accordance with these Terms and Conditions.

Where a customer cancels their Direct Debit without validly ending the membership:

- The membership agreement may remain active.
- Outstanding membership payments may remain payable.
- Membership benefits may be suspended.
- We may contact the customer to arrange payment.
- Reasonable costs incurred in recovering overdue payments may be added where legally permitted.

Customers should not cancel their Direct Debit until they have received confirmation from us that no further contractual payments are due.

9. Renewal of Annual Memberships

Annual memberships paid in full do not automatically renew.

We may contact annual members before their expiry date to:

- Confirm when the membership will end.
- Explain the renewal price.
- Offer a new 12 month membership.
- Explain any changes to the membership benefits or Terms and Conditions.

The customer must actively agree to renew and make the applicable payment.

If no renewal payment is made, the membership and all unused benefits expire at the end of the 12 month term.

10. Cooling Off and Statutory Cancellation Rights

Where a membership is purchased online, by telephone or away from our business premises, the customer may have a statutory right to cancel within 14 days after the contract is entered into.

To cancel during the cooling off period, the customer must provide a clear statement confirming their decision to cancel.

Notice may be sent by email, post or another written method accepted by us.

10.1 Starting Services During the Cooling Off Period

We will not complete the Home Electrical Health Check during the cooling off period unless the customer expressly asks us to begin providing services early.

Where the customer requests that services begin during the cooling off period:

- The customer acknowledges that we may begin carrying out membership services before the cooling off period ends.
- If the customer subsequently cancels, we may charge a reasonable and proportionate amount for services already supplied.
- Where the membership service has been fully performed following the customer's express request and required acknowledgement, the statutory cancellation right may end once the service has been fully completed, where permitted by law.

Arranging an appointment or contacting the customer does not necessarily mean that the membership service has been fully performed.

11. Annual Home Electrical Health Check

Each active membership includes one Home Electrical Health Check during each completed 12 month Membership Term.

The check is intended to provide a general preventative overview of accessible parts of the domestic electrical installation.

The check may include, where applicable and reasonably accessible:

- A visual inspection of the consumer unit.
- A visual review of accessible sockets and switches.
- Identification of obvious visible damage.
- Identification of signs of overheating or deterioration.

- A visual review of accessible electrical accessories.
- A visual check for obvious concerns around bonding arrangements.
- Basic operation of suitable test buttons where safe and appropriate.
- General observations regarding smoke, heat or carbon monoxide alarms.
- Identification of visible alarm expiry information where accessible.
- General electrical safety advice.
- Recommendations for further inspection, testing, repair or improvement.

The precise scope of each check may vary depending on:

- The type and age of the property.
- The accessibility of the installation.
- The design of the electrical system.
- Safety considerations.
- The information provided by the customer.
- Conditions present at the property on the day.

12. The Health Check Is Not an EICR

The Home Electrical Health Check is not an Electrical Installation Condition Report.

It does not include the full inspection and testing procedures associated with an EICR.

Unless separately agreed and paid for, the check does not include:

- Circuit by circuit electrical testing.
- Insulation resistance testing.
- Earth fault loop impedance testing.
- Continuity testing.
- Detailed verification of every circuit.
- Removal of every accessory.
- Inspection of concealed cables.
- Testing behind walls, floors, ceilings or fixed finishes.

- Inspection of inaccessible areas.
- Electrical certification.
- Building Regulations certification.
- Landlord electrical certification.
- A formal statement that the entire installation is satisfactory.
- A guarantee that no hidden or intermittent defect exists.

An EICR can be quoted separately where it is required or recommended.

13. Inspection Findings

Following the Home Electrical Health Check, we may provide a verbal or written summary of observations and recommendations.

Any report supplied as part of the membership:

- Is based on the accessible areas inspected at the time.
- Is not an EICR.
- Is not an electrical installation certificate.
- Is not a guarantee of future electrical performance.
- Does not confirm that every part of the installation complies with current regulations.
- Does not confirm that concealed or inaccessible parts are free from defects.

Where we identify something that appears dangerous or potentially dangerous, we will explain the concern to the customer.

Immediate work may be recommended where we believe there is a risk to people or property.

The customer remains responsible for deciding whether to authorise separately chargeable remedial work.

In certain circumstances, we may advise that part of the installation should not be used until further investigation or repair has been completed.

14. Appointment Hours

All annual Home Electrical Health Checks are carried out during Kford Electrical Installations Limited's normal working hours.

Normal appointment hours are:

Monday to Friday, 8:00am to 5:00pm

The latest standard appointment start time is:

4:00pm

Evening, weekend and Bank Holiday appointments are not included as part of the standard membership.

Appointments outside normal working hours may occasionally be offered at our discretion and may be subject to an additional charge.

Membership does not guarantee that a particular appointment date or time will be available.

15. Arranging the Home Electrical Health Check

After membership begins, we aim to contact the customer within 72 hours to discuss or arrange the Home Electrical Health Check.

The 72 hour period is for initial contact or appointment arrangements and does not guarantee that the inspection itself will take place within 72 hours.

Appointment availability will depend on:

- Engineer availability.
- The customer's availability.
- The property's location.
- Travel requirements.
- Public holidays.
- Unforeseen circumstances.
- Whether the customer has asked for services to start during the statutory cooling off period.

The Home Electrical Health Check must be completed during the Membership Term to which it relates.

The customer should allow reasonable time for an appointment to be arranged before the membership expiry date.

16. Unused Inspections and Repeatedly Declined Appointments

The Home Electrical Health Check is available once during each applicable Membership Term.

It cannot be exchanged for:

- Cash.
- A membership refund.
- Free repair work.
- Replacement parts.
- A discount greater than the normal membership discount.
- An inspection at another property without our agreement.

Where we have made reasonable attempts to arrange the inspection and the customer:

- Repeatedly declines suitable appointments.
- Does not respond to appointment requests.
- Fails to provide access.
- Cancels appointments repeatedly.
- Leaves insufficient time before the membership expiry date.

the inspection entitlement may expire at the end of the relevant Membership Term.

Unused inspection entitlements do not roll over.

A customer cannot demand a refund solely because they did not arrange or attend their inspection.

17. Missed and Cancelled Appointments

Customers should give at least 48 hours' notice when cancelling or rearranging an appointment wherever reasonably possible.

Where an engineer attends but cannot complete the appointment because:

- Nobody is present.
- Access has not been arranged.
- Incorrect property information was supplied.

- The customer has forgotten the appointment.
- Unsafe conditions prevent the inspection.
- Aggressive animals are not secured.
- The engineer is refused access.

we may charge a reasonable reattendance or missed appointment fee.

Any fee will reflect the reasonable costs incurred and will be explained before another appointment is arranged.

We will consider genuine emergencies and exceptional circumstances reasonably.

18. Priority Booking

Active Kford HomeCare members receive priority access to available standard working hour appointments.

Priority booking means that we will offer members suitable available appointments ahead of equivalent non member enquiries where reasonably possible.

Priority booking does not mean:

- Immediate attendance.
- Guaranteed same day attendance.
- Guaranteed next day attendance.
- A 24 hour response service.
- Emergency cover.
- Out of hours cover.
- That an engineer will leave another customer or unsafe job.
- That every requested date will be available.

Appointment times depend on workload, engineer availability, travel, job duration, safety and the seriousness of other existing commitments.

Where a dangerous electrical situation is reported, customers should follow appropriate emergency advice and should not rely solely on the Kford HomeCare membership.

19. No Emergency Call Out Service

Emergency electrical call outs are not included in the Kford HomeCare membership.

The membership does not provide attendance:

- During evenings.
- Overnight.
- At weekends.
- On Bank Holidays.
- Within a guaranteed emergency response time.

Kford HomeCare is a preventative membership service and not an emergency breakdown plan.

Where we separately agree to provide an urgent or out of hours service, that attendance will be subject to:

- Engineer availability.
- A separate quotation or call out charge.
- Separate terms.
- Any additional out of hours labour rate.

We are not obliged to offer emergency or out of hours attendance.

20. Member Discount

Active members currently receive:

10% discount on qualifying electrical work supplied by Kford Electrical Installations Limited.

The discount:

- Applies only while the membership is active and payments are up to date.
- Applies to all electrical work carried out at the property.
- Does not apply retrospectively to work completed before membership began.
- Cannot be exchanged for cash.

- Cannot be combined with another discount unless we agree otherwise.
- May not apply to fixed price packages, promotional offers or already discounted work.
- Does not apply to the membership fee itself.

The quotation for any proposed work will confirm whether the membership discount has been applied.

21. Work Not Included in the Membership Fee

Unless clearly confirmed otherwise in writing, the membership fee does not include the cost of:

- Emergency call outs.
- Out of hours attendance.
- Fault finding.
- Electrical repairs.
- Replacement parts.
- Consumer unit repairs or replacement.
- Rewiring.
- Additional sockets or lighting.
- New circuits.
- Electrical installations.
- Smoke, heat or carbon monoxide alarms.
- Replacement alarm batteries.
- EICRs.
- Electrical installation certificates.
- Minor electrical installation works certificates.
- Building Regulations notifications.
- Landlord certificates.
- Portable appliance testing.
- Specialist testing.
- Inspection of communal installations.

- Work to commercial premises.
- Access equipment or scaffolding.
- Making good, plastering or decoration unless quoted.
- Lifting or replacing carpets and flooring.
- Removal or replacement of fixed furniture.
- Damage caused by water, fire, flooding, pests, storms or structural movement.
- Work required because of third party alterations.
- Repairs to appliances.
- Work to equipment maintained by another provider.
- Manufacturer call outs.
- Data cabling, alarms, CCTV, heating controls or specialist systems unless quoted.
- Supply authority, network operator or electricity meter work.
- Work that legally must be completed by a third party.

Any additional work will be quoted separately and will only proceed with the customer's agreement, except where immediate action is reasonably necessary to prevent danger and the customer has authorised that action.

22. Separate Quotations and Electrical Work

Any electrical repair, installation or remedial work is separate from the membership agreement.

Before chargeable work begins, we will provide:

- A quotation.
- An estimate.
- A schedule of rates.
- An explanation of the likely charges.

A quotation may be subject to separate terms and conditions.

The customer is not required to use Kford Electrical Installations Limited for recommended work.

However, membership discounts only apply to qualifying work completed by Kford Electrical Installations Limited.

The identification of a concern during a Home Electrical Health Check does not mean that the cost of correcting it is included in the membership.

23. Pre Existing Faults

Membership does not provide free repair or rectification of faults that existed before the membership started.

This applies whether or not:

- The customer knew about the fault.
- The fault was visible.
- The fault was intermittent.
- The fault was identified during the Home Electrical Health Check.
- The fault became worse during the Membership Term.

We may require known existing issues to be investigated or repaired before certain membership services can safely be provided.

The customer must tell us about any known:

- Burning smells.
- Overheating.
- Electric shocks.
- Repeated tripping.
- Damaged equipment.
- Water ingress.
- Exposed wiring.
- Fire damage.
- Flood damage.
- Previous electrical reports.
- Outstanding remedial recommendations.

Failure to disclose a known serious issue may result in suspension or cancellation of membership.

24. Customer Responsibilities

The customer must:

- Provide accurate information when joining.
- Provide the correct property address.
- Tell us about known electrical problems.
- Keep membership payments up to date.
- Provide safe and reasonable access.
- Ensure an adult aged 18 or over is present where required.
- Keep children and pets safely away from the working area.
- Follow reasonable safety instructions.
- Avoid touching or using equipment identified as unsafe.
- Obtain landlord or property owner permission where required.
- Tell us about access restrictions, parking restrictions or hazards.
- Provide access to relevant areas of the property.
- Not obstruct or interfere with the engineer.
- Not request unsafe or unlawful work.
- Notify us of relevant changes in circumstances.

The customer must not attempt to remove covers, open electrical equipment or expose live parts for the inspection.

Our engineer will decide what can be safely accessed and inspected.

25. Safe Working Conditions

We may stop, postpone or refuse an appointment where conditions are unsafe or unsuitable.

Examples include:

- Suspected asbestos.
- Exposed live electrical parts.
- Flooding or significant water ingress.

- Structural instability.
- Dangerous access.
- Aggressive behaviour.
- Threatening conduct.
- Unsecured animals.
- Serious hygiene concerns.
- Illegal activity.
- Inadequate lighting or working space.
- Contaminated areas.
- Unsafe ladders or access equipment.
- A risk to our engineer, customer or another person.

Where the appointment cannot proceed because of circumstances within the customer's reasonable control, a reattendance charge may apply.

26. Payment

Membership payments must be made using an approved payment method.

Monthly memberships will be collected by Direct Debit.

Annual memberships must be paid in full before the membership becomes active.

The customer must ensure that:

- Payment details remain correct.
- Sufficient funds are available.
- Changes to bank details are reported promptly.
- Any failed payment is corrected without unreasonable delay.

We may retry a failed Direct Debit where permitted.

27. Failed or Overdue Payments

Where a membership payment is missed or reversed, we may:

- Contact the customer.

- Ask for immediate payment.
- Retry the payment.
- Suspend membership benefits.
- Decline to arrange an inspection.
- Cancel an existing appointment.
- Withhold the membership discount.
- Terminate the membership where the breach continues.
- Recover outstanding contractual payments.

Suspension does not automatically remove the customer's responsibility for payments due under the 12 month agreement.

Benefits will not be provided while the account is overdue.

We will act reasonably and provide the customer with an opportunity to correct an accidental failed payment.

28. Annual Payments and Refunds

Annual membership payments cover the full 12 month Membership Term.

Once the cooling off period has ended, annual membership payments are non refundable merely because:

- The customer changes their mind.
- The customer does not use the membership.
- The customer does not arrange the Home Electrical Health Check.
- The customer chooses another electrician.
- The property is sold.
- The customer moves home.
- The customer no longer believes the membership is required.

This does not affect refunds required by law or any refund we agree following our own material breach.

Where a discretionary refund is offered, we may deduct the reasonable value of services already supplied.

29. Moving Home

The customer must notify us if they move home.

Membership does not automatically transfer to a new property.

At our discretion, we may agree to transfer the remaining membership to another residential property within our service area.

Before agreeing to a transfer, we may consider:

- The location of the new property.
- The type of property.
- Whether an inspection has already been used.
- The condition of the new installation.
- Any difference in service requirements.
- Outstanding payments.

A property move does not automatically create a right to cancel or receive a refund.

30. Customer Cancellation After the Cooling Off Period

After the statutory cooling off period, the membership continues until the end of the applicable 12 month Membership Term.

Monthly Direct Debit members who do not want the membership to renew must provide at least 30 days 'written notice before the next 12 month term begins.

Annual members do not need to give cancellation notice because annual memberships expire automatically unless actively renewed.

Cancellation requests should include:

- The member's full name.
- The registered property address.
- The membership number, where available.
- A clear statement that the customer does not want the membership to renew.
- The preferred contact details for confirmation.

We will confirm the effective membership end date in writing.

31. Cancellation by Kford HomeCare

We may suspend or terminate membership where the customer:

- Fails to make payment.
- Provides false or misleading information.
- Abuses membership benefits.
- Acts aggressively or threateningly.
- Harasses our staff.
- Creates an unsafe working environment.
- Requests illegal or unsafe work.
- Repeatedly fails to provide access.
- Uses the membership for commercial resale.
- Attempts to transfer membership without permission.
- Seriously or repeatedly breaches these Terms and Conditions.

Where reasonably possible, we will explain the issue and allow the customer an opportunity to correct it.

Immediate termination may occur where there is:

- Violence.
- Threatening behaviour.
- Fraud.
- Serious safety risk.
- Deliberate misuse of the service.

The effect of termination on outstanding payments or refunds will depend on the circumstances and applicable law.

32. Price Changes

We may change membership prices for future Membership Terms.

A price change will not alter the agreed price during an existing fixed 12 month Membership Term.

Before a monthly Direct Debit membership renews at a different price, we will provide reasonable notice of:

- The new price.
- The date the new price will apply.
- The customer's opportunity to prevent renewal.

Annual customers will be told the current price when invited to renew.

Customers who do not accept a future renewal price may prevent renewal by following the cancellation procedure within the required notice period.

33. Changes to Membership Benefits

We may make reasonable changes to membership administration, appointment procedures or benefits where necessary.

Reasons may include:

- Changes in law.
- Changes in electrical safety guidance.
- Changes to operating costs.
- Changes to technology.
- Changes to payment providers.
- Changes required to prevent misuse.
- Changes needed to maintain a safe and workable service.

We will not remove a core benefit during an existing Membership Term without a valid reason.

Where a change significantly disadvantages the customer, we will provide reasonable notice and any cancellation right required by law.

34. Availability of Engineers

Membership appointments are subject to engineer availability.

We may rearrange an appointment because of:

- Illness.
- Emergencies affecting another customer.

- Unsafe weather.
- Vehicle breakdown.
- Travel disruption.
- Delays on previous work.
- Unforeseen technical issues.
- Events outside our reasonable control.

Where we need to rearrange, we will offer another suitable appointment.

We are not responsible for reasonable delays caused by circumstances outside our control.

35. Limitations of the Inspection

Electrical faults may be hidden, intermittent or impossible to identify through a visual preventative inspection.

A Home Electrical Health Check cannot guarantee that:

- Every electrical component is safe.
- No hidden defect exists.
- A fault will not occur later.
- An appliance will continue to operate.
- The installation complies with every current standard.
- Previous electrical work was correctly completed.
- Concealed cables are undamaged.
- The electricity supply equipment is fault free.
- Every alarm will operate in an emergency.

The customer should contact us promptly where symptoms arise after the check, including:

- Burning smells.
- Electric shocks.
- Visible sparks.
- Persistent tripping.
- Unusual buzzing.

- Overheated sockets or switches.
- Damaged cables.
- Water near electrical equipment.

A further investigation may be chargeable.

36. Our Responsibility

We will provide membership services using reasonable care and skill.

Nothing in these Terms and Conditions excludes or limits liability where it would be unlawful to do so.

This includes liability for:

- Death or personal injury caused by our negligence.
- Fraud or fraudulent misrepresentation.
- Breach of statutory consumer rights.
- Any liability that cannot legally be excluded.

Subject to those rights, we are not responsible for:

- Faults that could not reasonably have been identified.
- Concealed or inaccessible defects.
- Pre existing faults.
- Normal wear and tear.
- Damage caused by another contractor.
- Damage caused by misuse or neglect.
- Failure to follow safety advice.
- Loss caused by inaccurate information supplied by the customer.
- Failure of electricity network or meter equipment.
- Appliances or equipment outside the inspection scope.
- Business losses arising from a domestic membership.
- Losses that were not reasonably foreseeable.

Where we cause physical damage through a failure to use reasonable care and skill, we will take reasonable steps to correct the damage or meet our legal responsibility.

37. Advice and Recommendations

Advice provided during a Home Electrical Health Check is based on the information and conditions available at the time.

Recommendations may include:

- Further testing.
- An EICR.
- Fault finding.
- Repair.
- Replacement.
- Improvement work.
- Contacting the electricity network operator.
- Contacting an appliance manufacturer.
- Contacting another suitably qualified specialist.

A recommendation is not necessarily confirmation that immediate danger exists unless we clearly say so.

The customer remains responsible for acting on recommendations.

38. Third Party Equipment and Services

We are not responsible for the performance of:

- Electricity meters.
- Electricity supplier equipment.
- Distribution network equipment.
- Manufacturer warranties.
- Smart home services.
- Internet connections.
- Alarm monitoring services.

- Third party applications.
- Equipment installed or maintained by another contractor.

Where appropriate, we may advise the customer to contact the relevant provider.

39. Complaints

We aim to provide a professional and reliable service.

Customers should raise concerns as soon as reasonably possible.

Complaints may be submitted using:

Email: **homecare@kfordelectrical.co.uk**

Telephone: **07356 260703**

Address: 139 Water Orton Road,

Castle Bromwich, B36 9HB

Please include:

- The customer's name.
- The property address.
- The membership number, where available.
- Details of the concern.
- Relevant dates.
- The resolution being requested.

We will investigate complaints fairly and respond within a reasonable period.

Raising a complaint does not remove the customer's responsibility to pay undisputed amounts.

Nothing in this section prevents the customer from using any external dispute resolution or legal remedy available to them.

40. Communication

By joining, the customer agrees that we may contact them about their membership using:

- Email.
- Telephone.
- SMS text message.

- WhatsApp.
- Post.

Membership communications may include:

- Appointment arrangements.
- Payment information.
- Safety information.
- Renewal reminders.
- Cancellation confirmations.
- Changes to services.
- Requests for feedback.

Marketing messages will be handled separately and in accordance with applicable data protection and marketing requirements.

The customer must keep their contact information up to date.

41. Personal Information

We will handle personal information in accordance with applicable data protection law and our Privacy Notice.

Information may be used to:

- Administer membership.
- Process payments.
- Arrange appointments.
- Maintain service records.
- Communicate with customers.
- Meet legal obligations.
- Prevent fraud or misuse.
- Improve our services.

We may share relevant information with payment processors, professional advisers, service providers or authorities where necessary and lawful.

Our full Privacy Notice should be made available on the Kford Electrical website.

42. Intellectual Property

The Kford HomeCare name, logo, membership documents, reports and written materials remain the property of Kford Electrical Installations Limited unless otherwise stated.

Customers may retain copies for personal use.

Materials must not be copied, altered, resold or used to represent another electrical business without written permission.

43. Transfer of Our Rights

We may transfer or subcontract reasonable administrative or service obligations where this does not reduce the customer's legal rights.

Any electrician attending on our behalf will be expected to have appropriate competence for the work assigned.

The customer may not transfer the membership to another person or property without our written agreement.

44. Events Outside Our Control

We are not responsible for delay or failure caused by circumstances outside our reasonable control.

Examples include:

- Severe weather.
- Flooding.
- Fire.
- Epidemic or pandemic restrictions.
- Road closures.
- Fuel shortages.
- Power failures.
- Telecommunications failures.
- Industrial action.
- Government restrictions.

- Supply chain disruption.
- Illness or unexpected staff shortages.

We will take reasonable steps to minimise disruption and rearrange affected services.

45. If Part of These Terms Is Invalid

If a court or competent authority finds that part of these Terms and Conditions is invalid or unenforceable, the remaining sections will continue to apply.

The affected section will be treated as modified only to the extent necessary to make it lawful and enforceable.

46. No Waiver

If we do not immediately enforce a provision of these Terms and Conditions, this does not mean that we have permanently waived our right to enforce it.

Any waiver must be clear and applies only to the particular circumstances in which it was given.

47. Third Party Rights

Unless expressly stated otherwise, a person who is not a party to the membership agreement does not have the right to enforce its terms.

48. Governing Law

These Terms and Conditions and the membership agreement are governed by the laws of England and Wales.

Customers living in England or Wales may bring proceedings in the courts of England and Wales.

Nothing in this section removes any mandatory consumer right to bring a claim in another appropriate part of the United Kingdom.

49. How to Give Notice

Any cancellation, renewal or formal membership notice should be sent to:

Kford HomeCare

Email: homecare@kfordelectrical.co.uk

Post: **139 Water Orton Road, Castle Bromwich, B36 9HB**

Customers should retain evidence that notice was sent.

Notice will be treated as received:

- When acknowledged by us by email or message.
- On the next working day after an email is sent, provided no delivery failure is received.
- Two working days after first class post, unless evidence shows otherwise.

Customers should request confirmation where notice relates to renewal or cancellation.

50. Suggested Cancellation Notice

Customers may use the following wording:

“I am giving notice that I do not want my Kford HomeCare membership to renew at the end of my current 12 month Membership Term.

Name:

Membership number:

Property address:

Telephone number:

Email address:

Current membership expiry date, if known:

Date notice submitted:”

We will confirm whether the notice has been received within the required timeframe and provide the effective membership end date.

51. Entire Agreement

The membership agreement consists of:

- These Terms and Conditions.
- The completed membership application.
- The membership confirmation.
- Any specific promotional conditions provided before joining.

- Any written variation agreed by both parties.

These documents form the agreement between Kford HomeCare and the customer concerning the membership.

They do not replace separate quotations or contracts for electrical work.

52. Customer Confirmation

By joining Kford HomeCare, the customer confirms that:

- They have read and understood these Terms and Conditions.
- They understand that the membership lasts for 12 months.
- They understand that monthly Direct Debit is a payment method for a 12 month membership.
- They understand that monthly Direct Debit memberships automatically renew for another 12 months unless at least 30 days 'written notice is received before the new term begins.
- They understand that cancelling a Direct Debit does not automatically cancel the membership agreement.
- They understand that annual memberships do not automatically renew.
- They understand that annual membership payments are generally non refundable after the cooling off period.
- They understand that the Home Electrical Health Check is not an EICR.
- They understand that repairs, parts, fault finding and certification are not included.
- They understand that emergency and out of hours call outs are not included.
- They understand that annual checks are completed during normal working hours, Monday to Friday between 8:00am and 5:00pm, with the latest appointment beginning at 4:00pm.
- They agree to provide safe access to the registered property.
- They agree that additional electrical work will be separately quoted and charged.
- They confirm that the information supplied in their application is accurate.

Kford HomeCare

Looking after your home all year round.

Operated by Kford Electrical Installations Limited

Website: www.kfordelectrical.co.uk

Email: homecare@kfordelectrical.co.uk

Telephone: **07356 260703**