

KFORD HOMECARE

TERMS AND CONDITIONS

Effective from 11 August 2026

Operator	Kford Electrical Installations Limited
Company number	08968487
Registered office	139 Water Orton Road, Birmingham, England, B36 9HB
Telephone	07725 002381
Email	enquiries@kfordelectrical.co.uk

These Terms and Conditions apply to Kford HomeCare Home Safety Inspections and Kford HomeCare memberships provided by Kford Electrical Installations Limited.

Please read these Terms carefully before booking a Home Safety Inspection or purchasing a Kford HomeCare membership.

1. About Kford HomeCare

1.1 Kford HomeCare is an electrical home safety inspection and membership service operated by Kford Electrical Installations Limited. In these Terms, Kford Electrical Installations Limited may be referred to as “Kford Electrical”, “Kford HomeCare”, “we”, “us” or “our”.

1.2 These Terms apply to customers who:

- a. purchase a one-off Kford HomeCare Home Safety Inspection;
- b. become a Kford HomeCare Member;
- c. become a Kford HomeCare Member Plus;
- d. receive a Kford HomeCare service under a promotional or complimentary arrangement.

1.3 By making a booking, purchasing a membership or otherwise instructing us to provide a Kford HomeCare service, the customer agrees to these Terms together with any membership summary, booking confirmation, quotation and Privacy Notice supplied before or at the time of purchase.

1.4 Nothing in these Terms affects the customer’s statutory consumer rights.

2. Kford HomeCare service options

2.1 Home Safety Inspection

The standard price of a one-off Kford HomeCare Home Safety Inspection is £99.99.

This is a single Home Safety Inspection and does not require the customer to become a Kford HomeCare member. The £99.99 standard price is subject to the property size and inspection scope described in clause 3.

2.2 HomeCare Member

HomeCare Member costs £14.99 per month.

The membership has an initial 12-month term, meaning the total scheduled membership payments during the initial term are £179.88.

HomeCare Member includes the benefits described in these Terms and the membership summary supplied when the membership begins.

2.3 HomeCare Member Plus

HomeCare Member Plus costs £19.99 per month.

The membership has an initial 12-month term, meaning the total scheduled membership payments during the initial term are £239.88.

HomeCare Member Plus includes all applicable HomeCare Member benefits together with the additional Member Plus benefits described in these Terms and the membership summary supplied when the membership begins.

2.4 Monthly payments

Membership fees are collected monthly using the payment method agreed when the customer joins. Payment monthly does not mean the membership is a monthly rolling contract during the initial membership period. The initial membership term is 12 months, subject to the customer’s statutory cancellation rights and the cancellation provisions contained within these Terms.

2.5 Prices

All consumer prices displayed by Kford HomeCare are the total prices payable, inclusive of VAT where VAT is applicable.

Where the exact price of a Home Safety Inspection cannot reasonably be calculated before we know the size, layout or electrical configuration of a property, we will explain that the property requires an individual quotation.

No additional inspection charge will be incurred without the customer's agreement.

3. Standard £99.99 inspection price and property size

3.1 The standard £99.99 Home Safety Inspection price applies to a typical residential property of up to four bedrooms containing one consumer unit, provided that the areas and electrical equipment forming part of the inspection are reasonably accessible.

3.2 The £99.99 price is intended to provide a clear standard price for a normal domestic property of this size and electrical configuration. It is not a universal fixed price for every residential property regardless of its size, layout, number of electrical distribution boards or complexity of the electrical installation.

3.3 A property may require an individual quotation where it:

- a. has more than four bedrooms;
- b. contains more than one consumer unit, distribution board, garage board, outbuilding board or similar electrical distribution arrangement;
- c. contains extensive outbuildings, annexes or separately supplied areas;
- d. has an unusually large or complex electrical installation;
- e. contains significantly more electrical equipment requiring inspection than would normally be expected within a standard residential property;
- f. otherwise requires materially more inspection time than would normally be expected.

3.4 Where a property falls outside the standard inspection scope, Kford Electrical will provide an individual quotation based on the property and anticipated inspection requirements.

3.5 Wherever reasonably practicable, any revised or additional price will be agreed with the customer before the inspection begins.

3.6 If the need for an expanded inspection only becomes apparent after attendance, the engineer will explain the situation to the customer before undertaking inspection work outside the agreed scope.

3.7 The customer is under no obligation to accept an additional quotation. If the customer does not wish to extend the inspection, the engineer may inspect only the areas falling within the agreed scope and record any exclusions or limitations within the Home Safety Report.

3.8 The same property size and complexity principles apply to the annual Home Safety Inspection included within HomeCare Member and HomeCare Member Plus. Where a membership property falls materially outside the standard inspection scope, an additional inspection quotation may apply. Any additional charge will be explained and agreed before the additional inspection work is undertaken.

4. What the Home Safety Inspection is

4.1 The Kford HomeCare Home Safety Inspection is a structured visual and functional safety inspection of agreed, relevant and reasonably accessible electrical safety features within a residential property.

4.2 Its purpose is to provide the customer with a practical snapshot of key electrical safety items at the time of the inspection and to identify visible or testable matters that may require maintenance, remedial work or further investigation.

4.3 The Home Safety Inspection is designed as a practical preventative home electrical safety service.

4.4 It is not an Electrical Installation Condition Report (EICR).

4.5 It is also not:

- a. an Electrical Installation Certificate;
- b. a Minor Electrical Installation Works Certificate;
- c. a building control certificate;
- d. a complete test of every electrical circuit;
- e. an invasive inspection of concealed electrical wiring;
- f. a substitute for any inspection, testing or certification required by legislation, regulation, a landlord, insurer, mortgage provider or other authority;
- g. a guarantee that the electrical installation or electrical equipment is free from defects.

4.6 Where an EICR, electrical certificate or other formal electrical inspection or testing is required, this must be commissioned separately.

5. What is normally included in the inspection

5.1 Subject to accessibility, safety, equipment present and the engineer's professional judgement, a Home Safety Inspection may include the following.

Incoming supply and earthing

- a. visible condition of the incoming electrical supply arrangement;
- b. visible service head and meter area;
- c. main earthing arrangement where accessible;
- d. accessible main protective bonding to gas and water services where applicable.

Consumer unit

- e. visible condition of the consumer unit;
- f. manufacturer and type;
- g. main switch;
- h. protective device arrangements;
- i. RCD and RCBO protection where fitted;
- j. surge protection devices where fitted;
- k. consumer unit labelling;
- l. visible evidence of damage, deterioration or overheating.

Functional electrical safety checks

- m. functional operation of relevant RCD test facilities where appropriate;
- n. visual inspection of relevant accessible sockets, switches and electrical accessories;
- o. checks for obvious damage, looseness, cracking, burning, heat damage or deterioration.

Smoke, heat and carbon monoxide alarms

- p. alarm locations;

- q.** alarm type where identifiable;
- r.** visible alarm condition;
- s.** test operation where appropriate and safely possible.

External electrics

- t.** relevant low-level and safely accessible external electrical equipment falling within the agreed inspection scope.

Thermal observations

- u.** thermal observations or thermal imaging where the engineer considers this relevant and appropriate.

Reporting

- v.** photographs where appropriate;
- w.** electrical safety observations;
- x.** recommended remedial works;
- y.** an overall Home Safety Inspection outcome;
- z.** a recommended next inspection date where applicable.

5.2 The precise checks undertaken will depend upon the property, electrical equipment present, accessibility, safety and the professional judgement of the engineer.

5.3 Not every property contains every item listed above. The absence of a particular check from a report does not necessarily mean that the inspection was incomplete where the relevant equipment was not present, was inaccessible or was not appropriate for inspection.

6. Inspection limitations

6.1 The Home Safety Inspection is principally visual and functional and is non-destructive unless separately agreed.

6.2 The inspection does not normally include:

- a.** dismantling walls, ceilings or building fabric;
- b.** lifting floorboards or flooring;
- c.** removing kitchen units or fixed furniture;
- d.** accessing lofts, voids, roofs or other areas which cannot be entered safely;
- e.** exposing concealed electrical cables;
- f.** tracing every electrical circuit;
- g.** carrying out full insulation resistance, continuity or other tests associated with a formal EICR;
- h.** moving heavy furniture, appliances or stored items;
- i.** opening equipment which the engineer considers unsafe or inappropriate to open;
- j.** inspection of inaccessible electrical equipment.

6.3 Electrical installations frequently contain concealed components. Kford Electrical cannot report upon defects which could not reasonably have been identified within the agreed scope of the Home Safety Inspection.

7. Customer responsibilities and access

7.1 The customer must provide safe and reasonable access to the property and to equipment that is to be inspected.

7.2 Wherever reasonably possible, the customer should ensure that consumer units, meters, alarm equipment and other relevant electrical areas are not obstructed.

7.3 The customer should tell us before the appointment about:

- a. known electrical problems;
- b. electrical burning smells or overheating;
- c. repeatedly tripping circuits;
- d. damaged electrical equipment;
- e. unusual electrical installations;
- f. outbuildings or annexes;
- g. additional consumer units;
- h. inaccessible areas;
- i. any other matter which may affect the inspection.

7.4 We are not responsible for an item being omitted where safe and reasonable access was not available.

7.5 Any access limitation may be recorded within the Home Safety Report.

7.6 The customer is responsible for ensuring that children, pets and other occupants do not prevent the engineer from carrying out the inspection safely.

8. Safety and dangerous electrical conditions

8.1 Electrical safety is our priority.

8.2 If the engineer identifies a condition which appears to present an immediate or serious electrical safety concern, they will explain the finding to the customer wherever reasonably possible.

8.3 The engineer may recommend that affected equipment or circuits are isolated, disconnected, repaired or replaced.

8.4 Where immediate action is reasonably required to reduce danger, the engineer may ask the customer's permission to isolate or disconnect affected equipment or circuits.

8.5 Any repair, replacement, investigation or remedial work beyond the Home Safety Inspection itself is separate from the inspection unless specifically included within the booking or otherwise agreed.

8.6 Where additional work is chargeable, the customer will be informed before that work is undertaken wherever reasonably practicable.

8.7 If the customer does not authorise recommended safety action, the engineer may record this within the inspection record.

8.8 Where the engineer reasonably considers that continuing the inspection would be unsafe, Kford Electrical may suspend or stop the inspection.

9. Home Safety Report

9.1 Following completion of the Home Safety Inspection, Kford Electrical will provide or send the customer a digital Home Safety Report.

9.2 The report may contain:

- a. customer details;
- b. property details;
- c. inspection results;

- d.** incoming supply and earthing information;
- e.** consumer unit information;
- f.** alarm information;
- g.** photographs;
- h.** thermal images where taken;
- i.** observations;
- j.** recommended remedial works;
- k.** the overall inspection outcome;
- l.** a recommended next inspection date.

9.3 The report records conditions observed or tested at the time of the inspection only.

9.4 Electrical installations and electrical equipment may subsequently deteriorate, be damaged, be altered or develop faults.

9.5 The report must therefore not be interpreted as a continuing guarantee of electrical safety.

9.6 Where the report recommends further investigation, testing, repair or replacement, the customer should arrange for the recommendation to be appropriately considered.

10. Photographs and digital inspection records

10.1 We may photograph relevant electrical equipment and observations to create an inspection record and support the digital Home Safety Report.

10.2 Photographs may include:

- a.** consumer units;
- b.** electrical supply equipment;
- c.** earthing and bonding arrangements;
- d.** smoke alarms;
- e.** heat alarms;
- f.** carbon monoxide alarms;
- g.** sockets, switches and accessories;
- h.** visible defects;
- i.** deterioration;
- j.** damage;
- k.** overheating;
- l.** thermal imaging;
- m.** other relevant electrical observations.

10.3 Not every inspected item will necessarily be photographed.

10.4 The engineer will determine which photographs are useful and appropriate to the inspection record.

10.5 Inspection photographs and customer information will not be used for advertising, social media or promotional purposes without separate permission where such permission is required.

10.6 Inspection information and photographs may be stored electronically in accordance with our Privacy Notice and applicable data protection law.

11. HomeCare Member benefits

11.1 During an active HomeCare Member membership, the customer is entitled to:

- a. one annual Kford HomeCare Home Safety Inspection, subject to the standard property scope contained within these Terms;
- b. monthly smoke alarm test reminders;
- c. monthly RCD test reminders;
- d. a 5% Member discount on qualifying quoted electrical work carried out by Kford Electrical.

11.2 HomeCare Member does not include dedicated WhatsApp electrical support.

11.3 The benefits applicable to the customer's membership are those confirmed when the membership begins.

11.4 HomeCare Member does not include:

- a. unlimited engineer visits;
- b. free electrical call-outs;
- c. free emergency attendance;
- d. free electrical repairs;
- e. free replacement electrical equipment;
- f. free materials;
- g. free remedial works;
- h. dedicated WhatsApp support;
- i. services not expressly stated as included within the membership.

12. HomeCare Member Plus benefits

12.1 HomeCare Member Plus includes the applicable HomeCare Member benefits together with:

- a. dedicated WhatsApp text support during Kford Electrical's normal working hours for electrical concerns and general electrical advice;
- b. priority response to electrical concerns;
- c. priority remedial work scheduling where reasonably practicable;
- d. a 10% Member Plus discount on qualifying quoted electrical work carried out by Kford Electrical;
- e. exclusive Member Plus offers which may be made available during the membership year.

12.2 The 10% Member Plus discount replaces the 5% standard Member discount and is not additional to it.

12.3 WhatsApp support is available only to active HomeCare Member Plus customers and only while membership payments are up to date.

12.4 Member Plus does not include unlimited engineer attendance, free emergency attendance, free repairs, free materials or free remedial work unless expressly confirmed as part of a specific promotion.

13. Membership discounts

13.1 Membership discounts apply only while the membership is active and payments are up to date.

13.2 HomeCare Member customers receive a 5% discount on qualifying quoted electrical work carried out by Kford Electrical.

13.3 HomeCare Member Plus customers receive a 10% discount on qualifying quoted electrical work carried out by Kford Electrical.

13.4 Where a particular item, service, specialist subcontractor charge or third-party charge cannot reasonably be discounted, this will be identified within the quotation before the customer accepts it.

13.5 Membership discounts cannot be exchanged for cash.

13.6 Unless otherwise agreed, a membership discount cannot be combined with another promotional discount or offer.

13.7 A discount cannot normally be applied retrospectively to work which was quoted, accepted or completed before the membership began.

14. HomeCare Member Plus WhatsApp support

14.1 Dedicated WhatsApp support is a benefit available to HomeCare Member Plus customers only.

14.2 HomeCare Member customers do not receive dedicated WhatsApp support as part of their membership.

14.3 WhatsApp support is available during Kford Electrical's normal working hours.

14.4 Messages received outside normal working hours may not be viewed or responded to until normal working hours resume.

14.5 The service is intended to provide convenient access to Kford Electrical for general electrical concerns and advice.

14.6 Customers may be invited to send photographs, videos or other information to help us understand an electrical concern.

14.7 WhatsApp advice has limitations. A photograph, video, message or verbal description cannot always establish the condition, cause of a fault or safety of electrical equipment.

14.8 Providing advice through WhatsApp does not constitute a full electrical inspection, diagnosis, EICR or guarantee that equipment or an electrical installation is safe.

14.9 Where appropriate, we may recommend:

- a. an engineer visit;
- b. further electrical testing;
- c. an EICR;
- d. repair or replacement;
- e. isolation of electrical equipment;
- f. other appropriate investigation.

14.10 WhatsApp support is not an emergency service.

14.11 It does not guarantee:

- a. an immediate response;
- b. a response within a particular number of minutes or hours;
- c. same-day engineer attendance;
- d. emergency engineer attendance;
- e. resolution of an electrical problem without an engineer visiting the property.

14.12 A customer who believes there is an immediate electrical danger should not rely upon receiving or waiting for a WhatsApp response before taking appropriate action.

14.13 Where there is an immediate risk of fire, serious injury or another emergency, the customer should contact the appropriate emergency service where necessary.

15. Safety reminders

15.1 Safety reminders are provided to eligible members as a convenient reminder to carry out routine household safety checks.

15.2 Reminder services may include:

- a. monthly smoke alarm test reminders;
- b. monthly RCD test reminders.

15.3 Safety reminders do not replace:

- a. manufacturer instructions;
- b. appropriate maintenance;
- c. replacement of equipment at the end of its service life;
- d. professional electrical advice;
- e. the customer's normal responsibility for the condition and safety of their home.

15.4 Electronic communications depend upon third-party telephone, internet, email and messaging systems and delivery cannot be guaranteed in every circumstance.

15.5 Customers should therefore not rely solely upon receiving a Kford HomeCare reminder before testing or maintaining safety equipment.

15.6 Customers are responsible for keeping their telephone number, email address and other relevant contact details up to date.

16. Priority benefits

16.1 Priority response and priority remedial work scheduling are benefits of HomeCare Member Plus.

16.2 Where a priority benefit applies, we will use reasonable efforts to give eligible Member Plus customers priority over equivalent non-member or standard Member requests where reasonably practicable.

16.3 Priority does not guarantee:

- a. immediate attendance;
- b. same-day attendance;
- c. attendance within a particular number of hours;
- d. emergency attendance;
- e. availability of parts or materials;
- f. immediate completion of remedial work;
- g. availability where circumstances outside our reasonable control prevent attendance.

16.4 Appointment availability will depend upon engineer availability, location, workload, the nature of the work and other operational circumstances.

17. Annual Home Safety Inspection membership benefit

17.1 An active HomeCare Member or HomeCare Member Plus membership includes one standard Home Safety Inspection during each applicable 12-month membership period.

17.2 The inspection is subject to the property size, electrical configuration, access requirements and standard inspection scope contained within these Terms.

17.3 Membership relates to the property registered with us unless we agree otherwise in writing.

17.4 A membership does not automatically cover multiple properties.

17.5 Customers with more than one property will normally require a separate membership or separate arrangement for each additional property.

17.6 Where the registered property is larger or materially more complex than the standard scope described in clause 3, an additional inspection quotation may apply.

17.7 The annual inspection benefit cannot be exchanged for cash.

17.8 An unused annual inspection does not automatically accumulate or carry forward into a future membership year.

17.9 Where the inspection could not reasonably be completed during the membership year because of circumstances caused by Kford Electrical, we will provide a reasonable opportunity for the inspection to be rearranged.

18. Membership term and monthly payments

18.1 HomeCare Member and HomeCare Member Plus are provided on an initial 12-month membership term.

18.2 Membership payments are collected monthly.

18.3 HomeCare Member costs £14.99 per month, giving a total scheduled cost of £179.88 over the initial 12-month term.

18.4 HomeCare Member Plus costs £19.99 per month, giving a total scheduled cost of £239.88 over the initial 12-month term.

18.5 There is no annual upfront payment option.

18.6 The membership begins on the date confirmed in the membership confirmation.

18.7 The monthly payment date will normally correspond with the date the membership begins or another date confirmed to the customer.

18.8 The fact that membership fees are collected monthly does not mean that the customer is entering into a one-month contract during the initial term.

18.9 The initial contractual membership term is 12 months, subject to the statutory cancellation rights and early cancellation provisions contained within these Terms.

19. Statutory 14-day cancellation rights

19.1 Where the customer purchases a service or membership online, by telephone or otherwise in circumstances where statutory cancellation rights apply, the customer will normally have 14 days from the day after the contract is entered into in which to cancel without giving a reason.

19.2 To exercise this right, the customer must clearly tell Kford Electrical that they wish to cancel. The customer may contact us by telephone on 07725 002381, by email at enquiries@kfordelectrical.co.uk, or by another cancellation method we make available.

19.3 Where the customer asks us to begin providing the service during the statutory cancellation period, we may ask the customer to expressly request early performance of the service.

19.4 If a service is started during the cancellation period at the customer's express request and the customer subsequently cancels before the service has been fully completed, the customer may be required to pay a proportionate amount for services already supplied, where permitted by law.

19.5 Where a service has been fully performed during the cancellation period following the customer's express request and acknowledgement, the statutory right to cancel that completed service may be lost where the law provides for this.

19.6 Nothing in this clause limits any statutory cancellation rights which the customer may have.

20. Cancellation after the statutory cooling-off period

20.1 A customer may contact us if they wish to end their membership during the initial membership term.

20.2 We will not impose an arbitrary or punitive cancellation penalty.

20.3 Where the customer cancels during the initial 12-month term after receiving material membership benefits, including the annual Home Safety Inspection, Kford Electrical may require a reasonable final payment reflecting services or benefits already supplied and any direct loss reasonably arising from the early cancellation.

20.4 Where the annual Home Safety Inspection has already been supplied and the total membership payments received are less than the standalone Home Safety Inspection price which applied when the membership began, the standalone inspection price may be used when calculating the reasonable value of the service already received.

20.5 Any early termination amount will:

- a. be calculated reasonably;
- b. take account of membership payments already received;
- c. reflect services or benefits already supplied;
- d. not operate as a penalty;
- e. not exceed the unpaid membership fees that would otherwise have become payable during the remainder of the initial membership term.

20.6 Nothing in this clause affects the customer's right to terminate because of a breach by Kford Electrical or any other statutory consumer right.

21. Appointments, cancellations and missed visits

21.1 Customers should provide as much notice as reasonably possible if an appointment needs to be rearranged or cancelled.

21.2 Wherever possible, we ask customers to provide at least 24 hours' notice.

21.3 We understand that genuine emergencies and unexpected circumstances occur and will take reasonable circumstances into account.

21.4 Where a customer repeatedly misses appointments, cancels at very short notice or fails to provide agreed access, we may charge a reasonable cancellation or reattendance fee to reflect costs or losses reasonably incurred.

21.5 Any such charge will not be punitive and will be explained to the customer.

21.6 Where we need to cancel or rearrange an appointment, we will provide as much notice as reasonably possible and offer an alternative appointment.

22. Payments and failed payments

22.1 Payment must be made using a payment method accepted by Kford Electrical.

22.2 Membership payments may be processed using a third-party payment provider.

22.3 The customer is responsible for maintaining a valid payment method throughout the membership term.

22.4 If a scheduled membership payment fails, we may:

- a. notify the customer;
- b. attempt to collect the payment again where permitted;
- c. ask the customer to provide an alternative payment method;
- d. after providing reasonable notice, suspend membership benefits while payments remain materially overdue.

22.5 We will provide a reasonable opportunity for the customer to correct an isolated or minor payment issue before membership benefits are suspended or membership is terminated.

22.6 Amounts properly due under the membership remain payable even where a payment attempt fails.

22.7 Suspension or termination does not remove the customer's statutory consumer rights.

23. Membership renewal

23.1 Before the end of the initial 12-month membership term, the customer will be informed of the applicable renewal arrangements.

23.2 Where the membership is set to renew automatically, we will provide appropriate advance notice of the renewal.

23.3 The renewal notice may include:

- a. the renewal date;
- b. the monthly membership price following renewal;
- c. details of any material change to membership benefits;
- d. instructions explaining how to prevent or cancel renewal.

23.4 Customers must be able to cancel an automatic renewal using a straightforward method.

23.5 Where a customer joined online, we will provide an appropriate electronic method of requesting cancellation.

23.6 Where applicable law provides an additional cooling-off right following renewal, that statutory right will apply.

24. Changes to membership prices or benefits

24.1 We will not materially reduce the core benefits of a customer's membership during an agreed fixed membership term without a legitimate reason.

24.2 We may make changes during a membership term where reasonably necessary because of:

- a. changes in law or regulation;
- b. electrical safety requirements;
- c. changes which benefit the customer;
- d. changes which do not materially disadvantage the customer;
- e. circumstances outside our reasonable control.

24.3 We may change membership prices and package benefits for future memberships or future renewal periods.

24.4 Where a price or material benefit change will apply when a membership renews, we will provide reasonable notice before the customer becomes committed to the new price or package.

24.5 If the customer does not wish to renew on the revised terms, they may cancel the renewal.

25. Remedial works and additional electrical services

25.1 A Home Safety Inspection may identify electrical work which the engineer recommends should be investigated, repaired, replaced or improved.

25.2 The Home Safety Inspection does not oblige the customer to instruct Kford Electrical to carry out recommended work.

25.3 The customer is free to obtain another quotation or instruct another appropriately competent electrical contractor.

25.4 Where Kford Electrical provides a quotation for remedial work, that work will be subject to the quotation and any applicable Kford Electrical terms for electrical installation work.

25.5 Remedial work is not included within the Home Safety Inspection price or membership fee unless expressly stated otherwise.

26. Our responsibilities and liability

26.1 Kford Electrical will provide its services with reasonable care and skill.

26.2 The Home Safety Inspection is subject to the limitations clearly explained within these Terms.

26.3 We are not responsible for a defect which:

- a. was concealed and could not reasonably have been identified within the agreed inspection scope;
- b. was located within an inaccessible area;
- c. arose after the inspection;
- d. resulted from subsequent alteration, damage, misuse or deterioration;
- e. relates to equipment which was not present, connected or available for inspection;
- f. could only reasonably have been identified through an EICR, dismantling, invasive investigation or specialist testing outside the agreed Home Safety Inspection scope.

26.4 We do not guarantee that electrical equipment which operates correctly at the time of inspection will not subsequently fail.

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

26.6 In particular, nothing in these Terms excludes or limits:

- a. liability for death or personal injury caused by negligence;
- b. liability for fraud or fraudulent misrepresentation;
- c. liability which cannot legally be excluded;
- d. the customer's statutory consumer rights.

27. Customer information and data protection

27.1 To provide Kford HomeCare services, we may collect and process information including:

- a. customer names;
- b. contact details;
- c. property addresses;

- d. membership information;
- e. payment information;
- f. inspection information;
- g. photographs;
- h. inspection reports;
- i. communications;
- j. records relating to electrical work.

27.2 Personal information will be handled in accordance with applicable data protection requirements and our Privacy Notice.

27.3 Information may be processed using third-party systems used to operate the service, including systems for payments, customer records, communications, document storage, report generation and safety reminders.

27.4 Customers should refer to the Kford Electrical Privacy Notice for further information about how personal information is used, stored and protected and about their data protection rights.

28. Marketing communications

28.1 Service communications relating to an inspection, membership, safety reminder, appointment, payment, report or customer enquiry are separate from general promotional marketing.

28.2 Where consent or another lawful basis is required before sending electronic marketing, Kford Electrical will process marketing communications in accordance with applicable law.

28.3 Customers may ask us to stop sending optional marketing communications.

28.4 Stopping optional marketing does not prevent us from sending necessary service communications relating to an active booking or membership.

29. Complimentary and promotional services

29.1 Kford Electrical may occasionally provide an inspection, membership or membership benefit free of charge or at a promotional price.

29.2 Unless expressly stated otherwise, these Terms also apply to complimentary and promotional arrangements.

29.3 A complimentary benefit has no cash exchange value.

29.4 Any special promotional conditions will be explained when the promotion is offered.

30. Events outside our reasonable control

30.1 We will not be responsible for delay or failure to provide a service where this is caused by circumstances outside our reasonable control.

30.2 Examples may include:

- a. severe weather;
- b. road closures;
- c. serious illness;
- d. power or communication outages;
- e. supplier failures;
- f. emergencies;

g. other events which could not reasonably have been prevented.

30.3 Where such an event affects an appointment, we will take reasonable steps to contact the customer and rearrange the service.

30.4 This clause does not remove any rights the customer has under consumer law.

31. Complaints

31.1 We want customers to contact us if they are dissatisfied with any aspect of Kford HomeCare. Complaints may be made by telephone on 07725 002381 or by email at enquiries@kfordelectrical.co.uk.

31.2 We will consider complaints fairly and aim to resolve them within a reasonable period.

31.3 We may ask the customer to provide photographs, documents or other information reasonably required to investigate a complaint.

31.4 Where an appropriate Alternative Dispute Resolution process is available or legally required, information about that process will be provided to the customer as appropriate.

31.5 Nothing in this complaints process affects the customer's statutory consumer rights.

32. Changes to these Terms

32.1 We may update these Terms from time to time.

32.2 Updated Terms will normally apply to new bookings, new memberships and future membership renewals from their stated effective date.

32.3 We will not rely upon a later version of these Terms to retrospectively remove material contractual rights which a customer already has under an existing fixed membership term.

32.4 Where a change must apply to an existing membership because of a change in law, regulation or another legitimate reason, we will provide reasonable notice wherever practicable.

33. Transfer of membership

33.1 A Kford HomeCare membership is intended for the customer and property registered when the membership is established.

33.2 Membership benefits may not be sold or transferred to another person without our agreement.

33.3 If a customer moves home during an active membership, they should contact us.

33.4 We may agree to transfer the remaining membership to another property, subject to the new property's location, size, electrical configuration and inspection requirements.

33.5 A property outside the standard Home Safety Inspection scope may require an additional quotation.

34. General terms

34.1 If any provision within these Terms is found to be unlawful or unenforceable, the remaining provisions will continue to apply so far as legally possible.

34.2 A delay by Kford Electrical in enforcing a contractual right does not automatically mean that right has been waived.

34.3 No person other than the customer and Kford Electrical is intended to have rights under these Terms unless expressly stated otherwise.

34.4 These Terms, together with the customer's booking confirmation, membership summary, quotation where applicable and Privacy Notice, form the basis of the Kford HomeCare service arrangement.

34.5 If there is a conflict between these Terms and a specific written quotation or membership offer, the specific written terms of that quotation or offer will apply to the extent of that conflict, provided that the customer's statutory rights are not reduced.

35. Governing law

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

35.2 The courts of England and Wales will have jurisdiction, subject to any mandatory rights a consumer has to bring proceedings in another part of the United Kingdom.

35.3 Nothing in these Terms limits any mandatory consumer protection available to the customer.

36. Contacting Kford HomeCare

For questions about an inspection, membership, payment, cancellation, report or these Terms, please contact:

Kford HomeCare
Operated by Kford Electrical Installations Limited

Telephone: 07725 002381
Email: enquiries@kfordelectrical.co.uk

Registered Office:
139 Water Orton Road
Birmingham
England
B36 9HB

Company Number: 08968487

APPENDIX. Cancellation form

Customers do not have to use this form. A clear email, telephone call or other accepted cancellation request is sufficient.

If you wish, you may copy and send the following:

To	Kford Electrical Installations Limited 139 Water Orton Road Birmingham England B36 9HB
Email	enquiries@kfordelectrical.co.uk
Service or membership	
Customer name	
Property address	
Date ordered/joined	
Telephone/email	
Date / signature	

I hereby give notice that I wish to cancel my contract for the Kford HomeCare service or membership identified above.

Signature is required only if submitting this form on paper.

Kford HomeCare is operated by Kford Electrical Installations Limited, Company Number 08968487.

Effective date: 11 August 2026