

## **Jigsaw Electrical Services - Payments Policy**

Payment may be made by BACS, Debit Card or Cash. Under certain circumstances it may be necessary to pay a deposit or pay staggered amounts during the course of the work. This will be agreed at the start of a project or if the nature of the project changes. Those changes include, but not limited to, additional work requested by the client or issues discovered during the course of the work.

Quotations may be given in the form of a letter, email or secure messaging app. Either format will be valid for thirty days and may be subject to change after that.

We will normally supply a basic breakdown of materials and labour at the end of a project. Further details and photographs for hours, services or parts invoiced may be available on request. These will be supplied at the discretion of Jigsaw Electrical and subject to an administration fee to reflect the additional work required.

Photographs taken during the course of a project remain the property of Jigsaw Electrical as a record of the work in progress. Every effort will be made to avoid personal details and location identification.

Where work is notifiable to the local authority, a copy of the certificate will be supplied in PDF format via email. Update of the records at the local authority is beyond the control of Jigsaw Electrical and will not be accepted as a reason to delay payment.

Invoices unpaid after 30 days may be subject to an administration fee and/or recovery process. Fees paid in accordance with any recovery process will be added to the original invoice.

Thanks for your business.