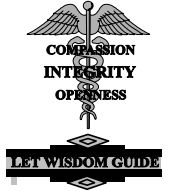


Online Services

*Electrical design, testing & installation
Periodic inspections, fault diagnosis
Part P compliant electrical work.
PAT testing and domestic maintenance*



*Online Services,
Tel/Fax 0845 3301278 Mob 07806 813981
<http://propertydevelopment.org.uk>
Email electricals@propertydevelopment.org.uk*

Online Services Complaints/warranty procedure

Warranty covers only work noted on the related certificate and actually carried out. Any complaints relating to work carried out should in the first instance be reported to Philip Penny. Contact can be made on the mediums noted above. Direct mobile contact is on 07806 813981.

Where work has been carried out on domestic properties relating to installation or repair work, warranty claims are related to workmanship only for circuitry worked upon or installed as noted on the related certification. Any claim will need to be investigated by Philip Penny in the first instance and if found to be faulty will be repaired. Materials failure replacement will be dependant on manufacturers warranty.

Where fault has been found to be due to non warranty issues, unrelated circuitry or third party work then repairs or time spent on the matter will be chargeable and will need to be paid at normal callout rates. Any claim for 3rd party damages will need to be paid in full and claimed separately from the 3rd party with all work paid for upon completion immediately. Charges for time will be levied for non-payment and letters at £30 per letter in relation to work for non payment of bill.

If you have any further questions or queries about the policy, speak first to Philip Penny on 07806 813981