

Scripps Electrical Terms of Trade

Risk Buying Parts

All parts bought by you from us are sold with the understanding that you know the legal requirements for fitting electrical goods that we are not responsible for any injury or damage caused by incorrect fitting of any parts sold by us. We cannot offer warranty on any goods returned as faulty unless evidence that it has been installed by a person with appropriate qualifications is provided. No refunds for misuse, incorrect diagnosis or change of mind. Your legal rights are not affected.

Assessment Fee

This fee is payable before we carry out any assessment on your product and is not refundable. The assessment fee covers dismantling and assessment to give you an estimate for repair. This fee is not refundable if your appliance is found uneconomical to repair and if you require it to be reassembled, then further labour time to do so will be charged and payable before reassembling takes place. If you decided to go ahead with the repair, then the assessment fee will be deducted from your final invoice.

House Call Charges

Any in-home service requested by you will incur a House Call Charge. This is chargeable on day of service (whether your unit is repaired or not) and payment may also be requested for this service on the day via cash, EFTPOS (if this service is available in your area) or direct debit prior to attending.

Estimates

- Are valid for 30 days
- Must be confirmed before work commences
- Can change prior to agreement due to circumstances beyond our control
- Can vary if further faults are found or it takes longer than estimated time. We at all times try our best to ensure we provide accurate estimates.

Payment

We operate with mobile EFTPOS unit. Payment of House Call Charge may be required on day of assessment/completion of service. If out of area or unable to pay via EFTPOS, payment can be made online, over the phone or in the office before agreed upon day of attendance. The House Call Fee will be deducted from your final invoice. Unpaid accounts will incur late payment fees and collection costs. Overdue account may be passed onto a third company for collection.

Ownership

Any good and materials supplied by us shall remain our property until paid for in full. If any money remains unpaid or you are in breach of any obligation to us, we are authorised by you to enter your premises to recover and resell any or all of those goods and materials.

Uncollected Product

Repair product not collected will be stored for three (3) months after the repair is completed, and will be disposed of after that time unless other arrangements are made. Product not repaired and not collected will be disposed of after twenty (20) working days (as per advice from the Ministry of Consumer Affairs) unless other arrangements have been made.

Warranty

We guarantee that we will remedy any defective workmanship and replace any faulty material that is reported to us within 90 days of completion of the work. This performance guarantee does not extend to any goods or materials supplied by you. In the case of work covered by the Consumer Guarantees Act 1993, this warranty is in addition to any rights you may have under the Act.