



Global Electrical

ELECTRICIANS & INSPECTORS

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Whangarei

Terms of Trade

Last Updated: June 2026

Welcome to Global Electrical. By accessing our website and engaging our services, you agree to comply with and be bound by the following terms and conditions. Please read them carefully.

1. Scope of Work & Estimates

- **Estimates vs. Final Cost:** Any price estimates provided via this website, email, or phone are preliminary assessments based on the information you provide. A final, binding quote will only be issued after an on-site physical inspection by a licensed Global Electrical technician.
- **Hidden Site Conditions:** If our technicians discover unforeseen issues once work begins (such as hazardous materials, non-code-compliant existing wiring, or structural barriers), we reserve the right to pause work and issue a revised estimate. We will not proceed with additional costly work without your explicit authorisation.

2. Access to Property & Safety

- **Safe Access:** The client must provide safe, clear, and unobstructed access to the work area, electrical panels, and meters at the scheduled time.
- **Utilities:** Unless otherwise agreed, the client is responsible for ensuring that necessary utilities (like water and a stable power source if testing requires it) are available on-site.
- **Safety Hazmat:** Global Electrical reserves the right to refuse or suspend service if a site is deemed unsafe, unsanitary, or hazardous by our technicians.

3. Payments, Billing, and Call-Out Fees

- **Standard Call-Out & Diagnostic Fees:** Global Electrical charges a standard call-out fee of **\$150 excluding GST** for dispatching a licensed technician to your property during normal business hours (8:00 AM – 5:00 PM, Monday through Friday). This fee covers the technician's travel, vehicle overhead, and the initial expert evaluation/diagnostic assessment, and includes the first hour of labor on-site.
- **Subsequent Hourly Rates:** If the diagnostic work or approved repairs extend beyond the initial first hour, additional time spent on-site will be billed in increments at our standard rate of **\$90 excluding GST per hour**.
- **Emergency & After-Hours Fees:** Requests for emergency service, or work performed outside of normal business hours (including nights, weekends, and recognized public holidays), will be charged at 1.5 times our standard rates. This means after-hours work incurs a call-out fee of \$225 excluding GST (which includes the first hour on-site), and any subsequent time will be billed at \$135 excluding GST per hour.
- **Application of Fees:** Call-out and diagnostic fees are due at the time of the visit and are non-refundable, regardless of whether you choose to proceed with the proposed repair or installation estimate.
- **Payment Terms:** Full payment for call-out fees, diagnostic time, and approved repairs is due immediately upon completion of the service visit, unless prior commercial credit terms have been formally approved in writing.
- **Cancellations:** We request at least 24 hours' notice to cancel or reschedule an appointment. If you fail to cancel within this window, or if our technician arrives and is unable to gain safe access to the property, the standard call-out fee will still be billed to your account.

4. Limitation of Liability

- **Pre-Existing Conditions:** Global Electrical is not liable for any pre-existing defects, faulty wiring, or structural issues within the property that were not installed by our team.
- **Indirect Damages:** To the maximum extent permitted by law, Global Electrical shall not be liable for any indirect, incidental, or consequential damages—including but not limited to loss of power, data loss, or business interruption—arising from our services or temporary power shutdowns required to safely complete work.

5. Warranties & Guarantee

- **Workmanship:** We stand behind our work. Global Electrical provides a one-year warranty on workmanship from the date of completion.
- **Manufacturer's Material Warranty:** Global Electrical does not independently warrant any third-party parts, fixtures, appliances, or materials used in your project (such as EV chargers, light fixtures, breakers, or panels). Any warranties on these items are governed solely by the respective manufacturer's warranty policies.
- **Exclusion of Labor for Defective Materials:** In the event that a part or material fails during the manufacturer's warranty period due to a manufacturing defect, Global Electrical is not responsible for the labour costs, travel fees, or diagnostic expenses required to remove the defective item and install the replacement.
- **Labor Billing for Warranty Replacements:** If you request Global Electrical to replace a manufacturer-warranted item, our standard call-out fees and hourly labour rates will apply to the removal and reinstallation process. The Client is responsible for handling product replacement or reimbursement claims directly with the manufacturer.

6. Website Use & Intellectual Property

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