

Website Terms & Conditions

Landlord Certificate Checks

Last Updated: February 2026

These Terms and Conditions govern all services provided by **Landlord Certificate Checks Ltd** (“we”, “us”, “our”). By booking any service with us, you agree to be legally bound by these Terms.

Nothing in these Terms affects your statutory rights.

1. Definitions

- **“Company”** refers to Landlord Certificate Checks Ltd.
 - **“Client”** refers to the person, landlord, agent, tenant, or business instructing us.
 - **“Services”** refers to any inspection, certification, testing, repair or property service we provide.
 - **“Order”** means a booking placed via phone, email, website or in writing.
 - **“Engineer”** means a qualified contractor or employee acting on our behalf.
 - **“Working Hours”** are Monday–Friday, 9:00am–6:00pm (excluding public holidays).
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2. Bookings & Contract Formation

2.1 A booking constitutes an offer by the Client to purchase Services.

2.2 A contract is formed only once we confirm the booking in writing (email confirmation or invoice).

2.3 We reserve the right to refuse any booking at our discretion.

2.4 The Client confirms that all information provided (property address, access details, payment information) is accurate.

3. Payment Terms

3.1 Full payment is required prior to attendance unless otherwise agreed in writing.

3.2 Bookings without payment may be marked as provisional and are not guaranteed.

3.3 All prices are inclusive of VAT unless stated otherwise.

3.4 We reserve the right to amend pricing at any time prior to booking confirmation.

3.5 Additional charges may apply for:

- Parking fees
 - Congestion charge zones
 - ULEZ zones
 - Extended testing due to property size or complexity
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4. Access to Property

4.1 The Client must ensure:

- Safe and clear access to the property
- Access to electrical consumer unit, gas meter, boiler, and appliances
- An adult (18+) present at the property

4.2 If access cannot be gained for reasons outside our control, a call-out charge will apply.

4.3 Non-attendance includes:

- No access
- Wrong address provided
- No gas/electric supply
- Unsafe working conditions
- Tenant refusing access

In such cases, the visit will be chargeable.

5. Cancellations & Missed Appointments

5.1 Cancellations must be made at least 24 hours prior to the scheduled appointment.

5.2 Cancellations made within 24 hours may incur a cancellation fee.

5.3 If the engineer attends and cannot complete the inspection due to Client fault, a full call-out charge applies.

6. Scope of Services

6.1 We provide inspections including but not limited to:

- Electrical Installation Condition Reports (EICR)
- Gas Safety Certificates (CP12)

- Emergency Lighting Testing
- Fire Alarm Testing
- PAT Testing
- EPC Assessments
- Consumer Unit Upgrades
- Remedial Electrical Works

6.2 Certificates reflect the condition of installations at the time of inspection only.

6.3 We do not guarantee that future faults will not arise.

7. Remedial Work

7.1 If defects are identified, we may provide a quotation for remedial works.

7.2 Remedial works are not included unless agreed in writing.

7.3 Additional materials or labour required beyond original scope will be chargeable.

8. Limitation of Liability

8.1 We shall carry out all Services with reasonable skill and care in accordance with UK regulations.

8.2 We shall not be liable for:

- Pre-existing faults
- Hidden wiring defects
- Third-party modifications after inspection
- Loss of rent or business interruption

8.3 Our total liability shall not exceed the amount paid for the specific Service.

9. Compliance & Certification

9.1 All inspections are carried out in accordance with current UK regulations including:

- BS 7671 (18th Edition Wiring Regulations)
- Gas Safety (Installation and Use) Regulations 1998
- Regulatory Reform (Fire Safety) Order 2005

9.2 Certification is issued digitally unless otherwise requested.

10. Engineer Conduct

10.1 We maintain a zero-tolerance policy toward:

- Aggressive behaviour
- Abuse
- Discrimination
- Threats

We reserve the right to terminate attendance if staff safety is compromised.

11. Force Majeure

We shall not be liable for delays or failure to perform due to circumstances beyond our control including:

- Severe weather
 - Government restrictions
 - Transport disruption
 - Power failures
 - Industrial action
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12. Data Protection

12.1 We comply with the UK General Data Protection Regulation (UK GDPR).

12.2 We do not store card payment details.

12.3 Personal information may be used for:

- Booking confirmation
- Certificate issuance
- Legal compliance
- Fraud prevention

12.4 We do not sell personal data to third parties.

13. Complaints

If you are dissatisfied with any Service, please contact:

✉ info@landlordcertificatechecks.co.uk

☎ 020 4600 6545

We aim to respond within 5 working days.

14. Governing Law

These Terms are governed by the laws of England and Wales.

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.