

## Booking Confirmation and Work Details

Dear Customer,

**Thank you for contacting Fixtri Limited. We are pleased to confirm your booking and provide details about our procedures and pricing:**

### 1. Pricing:

- The service rate is £75 for the first hour, regardless of the time taken.
- After the first hour, the rate is charged in 30-minute increments.

### 2. Fault-Finding Service:

- If you have a power issue (e.g., RCD or MCB tripping), our service includes:
  - Identifying the source of the fault (e.g., a specific appliance like a fridge or cooker).
  - Isolating the faulty device to restore power to the rest of the property.
  - Once the fault is identified, we will provide you with a separate quote to either install a new device or repair the faulty one, based on your preference.

### 3. Materials and Spare Parts:

- If spare parts or materials are required, we will source and provide them for you.
- The cost is calculated as:
  - Material cost + 25% markup + £20 fixed supply fee.
- Example:
  - If a bathroom extractor fan costs £50:
    - Material cost: £50.
    - Markup (25%): £12.50.
    - Supply fee: £20.
    - Total cost: £50 + £12.50 + £20 = £82.50.
- You will be informed of the costs before any materials are purchased.

### 4. Precautions:

- During the work, we may need to switch off the power to the entire property. Please let us know:
  - If there is anyone in the house using medical devices (e.g., a ventilator) so we can make proper arrangements.
  - If you work from home, please inform your manager that there may be a temporary disruption to your internet or Wi-Fi.

### 5. Site Preparation:

- If the fuse box is located in a cupboard or wall enclosure, please ensure the area around it is cleared of any clutter, boxes, or obstacles to allow easy access.

**6. Payment:**

- Payment is required immediately upon completion of the job, before leaving the site.
- You can pay via bank transfer or card payment.
- If you require an invoice, it will be emailed to you on the next working day.

If you have any questions or need to amend your booking, feel free to contact us at 07576554377.

Thank you for choosing Fixtri Limited, and we look forward to serving you soon!

Kind regards,  
Fixtri Limited