LYDON ELECTRIC & SOLAR

# Residential Electrical Service Terms

Lydon Drywall & Electric, Inc., doing business as Lydon Electric & Solar
3030 Riley Rd., Sparta, WI 54656 | 608-269-3013 | info@lydonsolar.com

## What your service visit covers

We'll confirm the issue and scope when you book. The visit covers troubleshooting and approved work within that scope. A broader electrical inspection can be arranged separately.

## Trip charges, labor, and materials

The prepaid trip charge covers travel and the first hour on-site with one electrician.

| Drive time from Sparta | Trip charge |
|---|---|
| Up to 30 minutes | $150 |
| Over 30 minutes through 40 minutes | $175 |
| Over 40 minutes | Subject to availability and a separate quote before booking |

Additional labor is $100 per hour after the first hour. Materials are billed separately. If two electricians are needed, we'll confirm separate pricing before booking. We'll explain additional charges and get your approval before proceeding.

Cash payments receive 10% off the total bill, including the trip charge. Cash is accepted on-site only.

## When the job needs a separate quote

If our assessment shows the job needs a separate quote or planned work, the trip charge still applies. We'll remove any separately billed hourly labor for that visit or refund it if already paid. The larger project requires separate written approval.

## If we're unable to fix the issue

For a completed visit, the prepaid trip charge is generally non-refundable. If we're unable to fix the issue and there's no repair we can quote, we'll refund the trip charge. Your cancellation and refund rights under applicable law still apply.

## Access and changes to the work

Please provide access to the work area and tell us about known hazards, prior repairs, or equipment issues. We'll discuss concealed conditions or utility-side issues that change the scope before proceeding. Opening or restoring walls, ceilings, or finishes must be part of the agreed scope.

## Questions about completed work

If a problem returns or a new symptom appears, call us so we can review the work and determine the cause. We'll disclose any proposed return visit charge before booking. Your written agreement will state any applicable warranty terms. Your rights under applicable law still apply.

## Scheduling and your agreement

Appointments are Monday through Thursday, 8 a.m. to 4 p.m. We'll provide your written service agreement before collecting a prepayment. It will identify the work, charges, and timing. Call 608-269-3013 with questions or to change your appointment.