Sams Electrical LLC

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Licence# 60196-B

Terms & Conditions

Sam's Electrical LLC

Effective date: October 5, 2026

These Terms & Conditions ("Terms") apply to service requests, estimates, quotes, appointments, invoices, projects, and electrical work performed by Sam's Electrical LLC ("Sam's Electrical," "we," "us," or "our"). The customer, property owner, or authorized contracting party is referred to as the "Client."

By approving an estimate, quote, invoice, change order, or service authorization; paying a deposit; scheduling service; authorizing work; permitting work to begin; or receiving services, the Client acknowledges that the Client has had an opportunity to review and agrees to these Terms.

1. Authority to Approve Work

The person approving work represents that they are authorized to act for the Client and, when applicable, the property owner. A general contractor, restoration contractor, property manager, emergency-response contractor, or other representative who approves work represents that they have authority to approve the scope, pricing, access, scheduling, and reasonable changes necessary to perform the work.

An authorized representative must communicate relevant project information and jobsite requirements to the property owner, occupants, and other contractors. Approval by a representative does not automatically bind a person who cannot legally be bound by that representative. The approving party remains responsible for the accuracy of its authority representations.

2. Accurate Client and Project Information

The Client must provide complete, current, and accurate information, including the Client's name, service address, billing information, contact information, ownership or agency status, project description, known hazards, prior work, and information reasonably requested by Sam's Electrical.

The Client must review estimates, service authorizations, invoices, and other project documents and promptly report incorrect names, addresses, scope descriptions, quantities, contact information, or other material errors.

Incomplete, inaccurate, misleading, or late information may cause diagnostic difficulty, delay, rescheduling, added labor, permit or utility complications, additional visits, or expanded costs. Sam's Electrical may issue a revised estimate, change order, or additional invoice for reasonably necessary work caused by information that was inaccurate, incomplete, or not timely provided.

3. Primary Contact and Communications

The Client must designate a reliable primary contact authorized to coordinate scheduling, access, inspections, changes, approvals, and project communications. The Client is responsible for monitoring the telephone number and email address provided to Sam's Electrical and for promptly responding to appointment confirmations, arrival notices, inspection requests, estimates, invoices, safety notices, and other time-sensitive communications.

The person approving the work is responsible for informing owners, tenants, occupants, employees, and other persons at the property of scheduled arrivals and reasonable worksite restrictions. Failure to communicate or respond may cause delays, missed appointments, rescheduling, access-delay charges, cancellation charges, or other documented costs.

4. Payment Terms

Residential work

Unless a different written payment schedule or applicable law requires otherwise, payment is due immediately upon completion of the contracted electrical installation or service and receipt of the invoice. An invoice for completed work is not postponed merely because a municipal inspection, permit closeout, utility action, or warranty visit will occur later.

Payment for completed work is not contingent on subjective satisfaction. A Client who believes work is incomplete, defective, or inconsistent with the written scope must promptly provide a reasonably specific written notice identifying the disputed work. Sam's Electrical will address a properly submitted concern

under the applicable project documents, warranty, and law. A concern does not postpone payment of an undisputed amount or an amount otherwise due under the agreed payment schedule.

For residential work governed by the Massachusetts Home Improvement Contractor Law, the project-specific contract and payment schedule control, and Sam's Electrical will not demand final payment before the contract is completed to the satisfaction of the parties as required by applicable law. Nothing in these Terms limits a Client's non-waivable consumer rights.

Commercial and industrial work

Net 60 terms are available only when the Client requests them and Sam's Electrical approves them in writing. Without written approval, commercial and industrial balances may be due upon completion, at stated milestones, upon invoicing, or at another time identified in the estimate, service authorization, or invoice.

Sam's Electrical may require deposits, progress payments, milestone payments, payment upon delivery of materials, or another written payment arrangement.

5. Payment Methods and Authorization

Sam's Electrical determines the payment methods available for each transaction and may require a valid payment method on file before scheduling, dispatching, ordering materials, or beginning work. A temporary authorization hold may be used where appropriate.

By providing a payment method and authorizing work, the Client authorizes Sam's Electrical to charge amounts properly due under the applicable estimate, invoice, change order, service authorization, and these Terms, subject to applicable law and payment-processor requirements. Charges may include completed work, approved additional work, deposits, and properly disclosed cancellation, no-show, access-delay, or returned-payment charges.

6. Deposits, Cancellations, and Postponements

Deposits are credited toward the project when work proceeds as scheduled. If a project is canceled, postponed, or terminated, Sam's Electrical may apply a deposit to reasonable costs already incurred or committed, including design or administrative time, scheduling and mobilization costs, permits, utility coordination, engineering, labor, special-order or non-returnable materials, restocking charges, and other project-specific costs. The Client remains responsible for documented amounts exceeding the deposit.

Smaller service appointments can often be canceled without a cancellation charge when adequate notice is provided, but that is not guaranteed. Unless different written terms apply, cancellation within 24 hours may result in a charge of up to $100 plus project-specific costs already incurred.

For larger projects, cancellation or postponement within 14 days of the scheduled start may result in charges for reasonable costs and schedule commitments made in reliance on the booking. Sam's Electrical will not charge an arbitrary penalty unrelated to reasonable loss, cost, or an expressly agreed reservation charge.

Emergency and priority services may have separate non-refundable reservation or dispatch terms stated in the applicable estimate or service authorization.

7. No-Show and Access Delays

The Client must provide safe and timely access to the property and work areas. If required access is unavailable within approximately 15 minutes after arrival, Sam's Electrical may treat the appointment as a no-show, leave, reschedule, and assess a disclosed access-delay or no-show charge of up to $100 plus documented project costs already incurred.

8. Late Payments, Collections, and Disputes

Residential balances become past due when they are not paid by the due date stated in the applicable contract, payment schedule, or invoice, subject to applicable law. Commercial balances become past due under the approved written payment terms.

Past-due balances may be charged 1.5% per month (18% annually), or the maximum lawful amount if lower. Sam's Electrical reserves lawful collection, suspension-of-work, mechanic's-lien, small-claims, and civil remedies. To the extent permitted by law and the applicable agreement, the Client is responsible for reasonable collection costs, filing fees, lien expenses, court costs, and reasonable attorneys' fees incurred to collect valid unpaid amounts.

A payment dispute or chargeback does not eliminate an otherwise valid payment obligation. Clients should contact Sam's Electrical promptly about suspected billing errors. Sam's Electrical may provide relevant contracts, estimates, invoices, photographs, recordings, service records, and communications to payment processors, financial institutions, courts, collection professionals, insurers, attorneys, or agencies as reasonably necessary to resolve a dispute or enforce lawful rights.

9. Estimates, Quote Validity, and Pricing

Estimates are based on information and conditions reasonably available when prepared. Standard estimates are valid for 30 days unless otherwise stated. Emergency and priority estimates may have shorter written validity periods.

An accepted fixed-price estimate controls the described scope, but does not include concealed conditions, inaccurate Client information, materially different site conditions, inaccessible wiring or equipment, pre-existing violations, unsafe or deteriorated conditions, additional Client requests, permit or utility requirements not reasonably anticipated, work by others, or conditions discovered after components or finishes are opened or removed.

Website, advertising, social-media, telephone, text-message, or general informational pricing may change without notice. A project-specific written estimate, change order, service authorization, or invoice controls if there is a conflict.

10. Change Orders and Additional Work

Work outside the agreed scope is not included in the original price. Additional work may require written authorization and additional charges. Written approval may include electronic acceptance, electronic signature, text message, email, approval through business software, or another documented method.

Sam’s Electrical will generally obtain authorization before material additional work, except when immediate action is reasonably necessary to protect persons or property or when the Client has otherwise authorized the action.

11. Permits, Inspections, and Code Compliance

Sam’s Electrical performs work intended to comply with applicable electrical codes and permitting requirements. Permits will be obtained when required by law or included in the agreed scope. Additional permit, inspection, engineering, utility, or code-compliance requirements discovered after work begins may require added work and charges.

Inspection dates and time windows are controlled by the municipality or inspection authority, not Sam’s Electrical. When an inspection appointment is offered, Sam’s Electrical may send the details to the Client for confirmation. The Client must promptly accept or reject the proposed date. If the Client does not respond within the stated response period after reasonable notice, Sam’s Electrical may treat the proposed appointment as accepted when reasonably necessary to avoid losing the appointment, but will not represent that the Client personally confirmed it.

The Client must provide access and ensure that required areas remain accessible for inspection. Reinspection charges or return visits caused by lack of access, work by others, Client changes, concealed conditions, or matters outside Sam's Electrical's agreed scope may be billed separately.

Unless expressly included in the written scope, the price does not include design, documentation, testing, equipment, coordination, or corrective work required solely by a municipal Stretch Energy Code, Specialized Energy Code, or other energy-code program beyond the ordinary electrical scope described in the estimate. Because municipal adoption and project requirements vary, any such requirement identified by a building official, design professional, utility, or other authority may require a written change order and additional charges. This exclusion does not permit work that violates an applicable code and does not eliminate any responsibility that cannot lawfully be excluded.

12. Historic Districts, Associations, and Special Property Restrictions

The Client must disclose before work begins whether the property is subject to a historic-district or historical-commission requirement, homeowners' association rule, condominium rule, landlord restriction, easement, architectural-control requirement, deed restriction, or other special condition affecting equipment type, color, placement, routing, or appearance.

The Client is responsible for obtaining non-electrical approvals unless the estimate expressly assigns that responsibility to Sam's Electrical. Sam's Electrical is not responsible for redesign, relocation, delay, rejection, or restoration caused by an undisclosed special restriction that could not reasonably have been known from ordinary site conditions. Resulting work may require a change order.

13. Troubleshooting and Intermittent Conditions

Electrical troubleshooting is inherently uncertain. Intermittent conditions may not be reproduced or identified when symptoms are absent during the appointment. The diagnostic charge covers the expertise, travel, time, testing, equipment, and service provided; it does not guarantee that every intermittent, concealed, unrelated, or future condition will be reproduced, identified, or permanently corrected.

Additional diagnostics, monitoring, return visits, utility involvement, concealed-wiring investigation, component replacement, or expanded repairs may require separate authorization and charges.

14. Temporary Repairs and Safety Measures

A temporary repair or interim measure is not a permanent correction unless expressly stated in writing. It may require restrictions on use, monitoring, additional work, or prompt replacement and may have limited warranty coverage appropriate to its intended temporary purpose.

Safety takes priority over restoration of service. Sam's Electrical may disconnect, isolate, or leave equipment de-energized when energization would be unsafe. No person may bypass, alter, remove, reconnect, or energize a safety measure or condition that Sam's Electrical intentionally left disconnected without written authorization. Sam's Electrical may not perform live work on 480-volt systems and may decline any energized work or other condition that it determines presents an unacceptable shock, arc-flash, fire, explosion, or other safety risk. Except for limited diagnostic testing that requires energization and that Sam's Electrical agrees to perform, affected equipment and circuits must be properly de-energized, locked or tagged out as applicable, and verified de-energized before work begins. The Client must provide or coordinate any required shutdown, access, operating personnel, or utility involvement. Higher-voltage or hazardous conditions may require additional site assessment, arc-flash information, planning, shutdown coordination, utility or engineering involvement, specialized materials, tools, barricades, equipment, or personal protective equipment. Sam's Electrical may delay or reschedule the work and issue a revised estimate or change order for those requirements. The Client is responsible for reasonable added costs and schedule impacts caused by those requirements or by failure to provide a safe, de-energized work condition.

Sam's Electrical will use reasonable safety practices while work is active. Nothing in these Terms authorizes avoidable exposure of energized components or transfers Sam's Electrical's non-waivable safety duties to the Client. The Client must keep occupants, children, pets, and other contractors away from active work areas and follow temporary safety instructions.

15. Cover Plates and Incomplete Finish Work Requested by Client

If the Client requests that device covers, trim plates, fixtures, or other protective or finish components be left off for painting or other follow-on work, Sam's Electrical may decline the request when unsafe or prohibited by code.

If Sam's Electrical agrees, the condition must be documented and any affected circuit may be left de-energized. The Client must keep power off and prevent access until the components are properly installed. Any return visit to complete installation may be charged unless included in the estimate.

16. Appliances and Equipment Served by Electrical Work

Sam’s Electrical may connect or restore electrical power to customer-owned or third-party equipment such as pumps, pressure systems, refrigerators, dishwashers, HVAC equipment, controls, plumbing equipment, motors, appliances, and electronic devices.

Electrical connection or restoration of power is not an inspection, certification, or warranty of the equipment or of work performed by another trade. Sam’s Electrical is not responsible for an equipment defect, control failure, mechanical failure, improper setup, pressure condition, plumbing/HVAC defect, manufacturer defect, pre-existing condition, or resulting loss that is not caused by Sam’s Electrical’s electrical workmanship. This limitation does not exclude liability that cannot lawfully be limited.

The Client is responsible for arranging qualified testing, startup, commissioning, and service by the appropriate manufacturer or trade professional when required.

17. HVAC, Venting, Ductwork, and Other Trades

Unless expressly included in writing, Sam’s Electrical’s scope does not include professional design, installation, inspection, balancing, or certification of HVAC systems, ducts, vents, exhaust terminations, plumbing systems, structural work, roofing, fire protection, or other non-electrical trades.

Electrical connection of a bathroom fan, microwave hood, exhaust fan, HVAC component, or similar device does not constitute approval or warranty of duct routing, airflow, vent termination, mechanical performance, or another contractor’s work. The Client must retain the appropriate qualified professional when non-electrical review is needed.

18. Client Responsibilities and Worksite Access

The Client must provide safe, clear, and reasonable access to panels, meters, attics, crawlspaces, basements, utility rooms, garages, roofs, and other necessary work areas; provide keys, codes, permissions, and alarm information; disclose known hazards and prior work; make timely selections; maintain required working clearances; and obtain owner, landlord, tenant, property-manager, association, and other third-party approvals.

The Client must secure children, pets, occupants, employees, customers, and other persons away from active electrical work. Failure to satisfy these responsibilities may cause delay, suspension, termination, additional labor, return-trip charges, rescheduling, or cancellation charges.

19. Customer Property and Surface Restoration

The Client must remove or protect furniture, artwork, electronics, appliances, vehicles, landscaping, valuables, fragile items, and other property in or near the work area. Incidental assistance moving customer property is a courtesy and not a moving or storage service.

Unless expressly included, the Client is responsible for patching and restoration of drywall, plaster, ceilings, walls, tile, floors, siding, cabinetry, paint, finish carpentry, landscaping, lawns, decorative stone, mulch, grading, erosion, settlement, and other surfaces reasonably disturbed to perform the work. Trenching ordinarily includes backfilling with available excavated material only.

20. Customer-Supplied Materials

The Client is responsible for ensuring customer-supplied fixtures, devices, EV chargers, fans, appliances, and other products are correct, complete, compatible, suitable, code-compliant, undamaged, and available when required.

Sam’s Electrical does not provide a product warranty for customer-supplied products and is not responsible for manufacturer defects, missing parts, shipping damage, recalls, software or networking issues, product failures, improper sizing, incompatibility, or manufacturer warranty claims. Additional labor caused by defective, incomplete, incompatible, modified, or unsuitable products may be billed separately.

21. Workmanship Warranty

Unless a different written warranty applies, Sam’s Electrical provides a one-year workmanship warranty covering defects directly caused by Sam’s Electrical’s installation workmanship.

The warranty does not cover customer-supplied products; manufacturer defects; temporary or courtesy work; work performed without an estimate, invoice, or documented scope; pre-existing or concealed conditions; utility problems; ordinary wear; misuse; overloading; water, corrosion, fire, lightning, surges, pests, weather, or other external events; work modified by others; or conditions outside the agreed scope.

Work performed free of charge as an undocumented courtesy is not covered unless Sam’s Electrical expressly agrees in writing.

How to submit a workmanship claim

To request service under the one-year workmanship warranty, the Client must notify Sam’s Electrical within one year after completion of the work at issue. The notice must be in writing by email, mail, text message, or another written channel accepted by Sam’s Electrical and must, at a minimum:

- identify the Client, service address, and approximate date of the work;

- describe the claimed problem and the work believed to be affected;
- state when the problem was first observed; and
- include reasonably available photographs, video, error messages, or other information requested to help evaluate the concern, when relevant.

Sam's Electrical may request reasonable access to inspect, test, photograph, or otherwise document the reported condition. The Client must take reasonable steps to prevent further damage and must not allow a third party to alter or repair the claimed workmanship before Sam's Electrical has had a reasonable opportunity to inspect and correct it, except when immediate action is reasonably necessary to protect people or property. If emergency third-party work is necessary, the Client should preserve photographs, video, removed parts when practical, invoices, and a written description of the condition and work performed.

Failure to provide timely notice, relevant information, or reasonable inspection access may limit or defeat coverage only to the extent the failure materially prevents Sam's Electrical from verifying the claim or correcting covered work. Refusal to permit reasonable documentation does not establish that a claim is false, but it may prevent the claim from being verified.

The Client must pay valid, undisputed amounts when due. Sam's Electrical may require past-due, undisputed balances relating to the original work to be paid before scheduling non-emergency warranty service, to the extent permitted by law. A genuine dispute about the original work will be handled under the applicable contract and law and will not automatically be treated as a waiver of non-waivable warranty or consumer rights.

If the claim is covered, Sam's Electrical's ordinary remedy is to inspect and correct the defective workmanship within a reasonable time. Product or manufacturer claims, work outside the original documented scope, and exclusions listed above may require separate charges. These procedures supplement and do not reduce rights that cannot lawfully be waived.

22. Surge Protection

Surge-protection equipment reduces certain surge risks but cannot guarantee complete protection of a building, wiring, electronics, appliances, or equipment. Protection may be limited by surge magnitude, installation conditions, grounding and bonding, equipment ratings, maintenance, utility events, and direct or nearby lightning. Manufacturer terms control product-specific warranties.

23. Circuit and Device Labels

Sam’s Electrical will use reasonable care when labeling new or modified circuits within the agreed scope. Existing wiring may serve multiple rooms or loads, share pathways, contain undocumented alterations, or otherwise make precise labeling difficult without extensive tracing.

Labels are a convenience and do not replace safe work practices. Before touching equipment or assuming a circuit is de-energized, the user must operate the appropriate disconnect and verify absence of voltage using a suitable testing method or qualified electrician. Additional comprehensive circuit tracing is not included unless expressly stated.

24. Scrap Materials and Removed Items

Unless the estimate states otherwise or the Client requests retention before removal, ordinary scrap conductor, removed electrical material, packaging, and debris taken into Sam’s Electrical’s possession for disposal or recycling become Sam’s Electrical’s property. Removal is a courtesy unless included in the scope.

Sam’s Electrical may retain, recycle, or dispose of those items. Once removed from the property, retrieval is not guaranteed and may require a handling or return charge. Hazardous materials, unusually large items, customer-designated property, and materials subject to legal disposal requirements are excluded from this provision.

25. Jobsite Conduct

Technicians may use hearing protection, communication devices, or personal audio devices when doing so does not interfere with safe work, Client communication, or applicable workplace requirements. Sam’s Electrical remains responsible for reasonable professional conduct and safety.

26. Scheduling and Delays

Dates and completion times are estimates unless expressly guaranteed in writing. Weather, permits, inspections, utilities, materials, concealed conditions, Client delays, change orders, illness, emergency calls, subcontractor availability, safety issues, and other circumstances may affect scheduling. Sam’s Electrical will make reasonable efforts to communicate significant known delays.

27. Subcontractors and Other Professionals

Sam’s Electrical may use qualified employees, subcontractors, vendors, or specialty professionals as reasonably necessary. Personal and project information will be shared only as reasonably necessary and as described in the Privacy Policy.

With the Client’s request or permission, Sam’s Electrical may introduce or recommend independent contractors. A recommendation is not a guarantee of another contractor’s licensing, availability, pricing, workmanship, insurance, or performance. The Client contracts separately with that provider unless expressly stated otherwise.

28. Communications and Automated Tools

The Client consents to transactional calls, texts, and emails reasonably related to inquiries, scheduling, dispatch, estimates, invoices, payments, project updates, safety, warranties, and service administration. Message and data rates may apply.

Communications may be assisted, drafted, routed, summarized, or answered by business software, automated systems, or artificial-intelligence tools under Sam’s Electrical’s direction. Such tools do not replace the Client’s right to request human assistance. Marketing messages are subject to separate consent and opt-out requirements where applicable. Reply STOP to supported SMS programs or contact Sam’s Electrical to request that promotional communications stop.

29. Audio, Video, Photography, and Call Recording

Job documentation may include photographs or video of electrical equipment, installations, damage, work areas, and work progress for estimating, service records, safety, quality control, training, insurance, warranty, and dispute-resolution purposes.

Audio recording and telephone-call recording will occur only with the consent required by applicable law. Sam’s Electrical will not rely solely on silence or the presence of general website terms when separate notice or consent is legally required.

Use of identifiable people, voices, private interiors, addresses, or other personal information for public marketing should be covered by a separate, specific media authorization. The Client is responsible for informing occupants of scheduled work, but these Terms do not purport to waive another person’s independent privacy rights.

30. Information Handling

Sam’s Electrical may collect, use, disclose, and retain Client, communication, and project information as described in the Privacy Policy. Relevant information may be disclosed to employees, subcontractors, service providers, payment processors, utilities, municipalities, inspectors, insurers, attorneys, courts, collection professionals, government agencies, and others when reasonably necessary to perform services, administer the relationship, protect safety or legal rights, resolve disputes, or comply with law.

Sam’s Electrical does not obtain unrestricted permission to disclose private information merely because a Client accepts an estimate. Disclosures must have a legitimate business or legal purpose, be authorized by the Client, or otherwise be permitted by law.

31. Company Service Stickers

Unless the Client requests otherwise before completion, Sam’s Electrical may place a small service label on electrical equipment installed, repaired, serviced, or modified. Labels may contain company contact information, a QR code, service date, or equipment information to assist with future service and warranty administration.

32. Existing and Concealed Conditions

Sam’s Electrical is responsible for its agreed work but does not guarantee the safety, compliance, condition, or future performance of systems, equipment, wiring, structures, or property outside the authorized scope. Correcting one problem is not a comprehensive inspection or certification of the property’s entire electrical system unless expressly included.

33. Financing

Financing may be offered through Wisetack or another provider. Approval, loan amount, interest rate, APR, repayment term, and lender terms are controlled by the financing provider and are not guaranteed by Sam’s Electrical. The Client’s financing agreement is with the applicable provider or lender.

34. Severability and Governing Law

These Terms are governed by applicable Massachusetts and federal law. If a provision is invalid or unenforceable, it will be limited or modified only to the extent legally necessary, and the remaining provisions will continue to the extent permitted by law. Nothing in these Terms waives a right or liability that cannot lawfully be waived or limited.

35. Relationship to Project Documents

These Terms are incorporated into estimates, quotes, invoices, service authorizations, and agreements where referenced or provided to the Client. A specific written project term controls over a conflicting general term for that project.

36. Changes to These Terms

Revised Terms apply prospectively from the posted effective date unless the Client separately agrees otherwise. Material changes will not retroactively alter a previously accepted project agreement without legally sufficient notice and agreement.

37. Contact Information

Sam’s Electrical LLC

Email: SamsElectrical413@icloud.com

Phone: (413) 564-4054

Service area: Westfield, Massachusetts and surrounding Western Massachusetts communities