

Terms & Conditions | RWM EL

Terms & Conditions

Last updated: 30 January 2026

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Org.-/personnummer: 559545-1351

These General Terms and Conditions govern the professional relationship between RWM EL and our clients, ensuring transparency, safety, and excellence in every electrical installation.

01.

General Provisions

These terms apply to all quotes, orders, and agreements for services provided by RWM EL. By commissioning our services, the client acknowledges and accepts these terms in full. Any deviations must be agreed upon in writing.

02.

Scope of Service

RWM EL provides authorized electrical installations, repairs, and consulting. The specific scope for each project is defined in the written quote provided to the client.

All work includes standard self-inspection documentation as required by the Swedish National Electrical Safety Board (Els kerhetsverket).

03.

Pricing & Rates

Services are billed either at a fixed project price or an hourly rate of SEK 850 (excl. VAT) unless otherwise specified.

Standard Hours

Mon-Fri, 07:00 - 16:00

Emergency Rate

1.5x - 2x Base Hourly Rate

04.

Dispatch Definitions

A "Dispatch" or "Service Call" includes the travel time to the site, vehicle expenses, and the administrative handling of the service request.

05.

Labor & Materials

RWM EL provides high-grade electrical components. Clients providing their own materials must ensure they meet EU safety standards (CE-marked). RWM EL reserves the right to refuse the installation of client-provided materials if they are deemed unsafe or unfit for purpose.

10-year warranty on the quality of installation work.

Governed by the manufacturer's specific warranty terms.

06.

ROT Deduction

The client is responsible for ensuring they have sufficient ROT space remaining for the fiscal year. RWM EL will apply the deduction on the invoice based on the information provided by the client.

Liability Notice

07.

Site Access

The client must ensure that the work area is accessible and cleared of obstructions. If a technician is unable to access the site at the agreed time, waiting time or a "No-Show" fee will be charged.

08.

Safety Compliance

Safety is our primary concern. Our electricians are authorized to stop work immediately if they encounter conditions that pose a risk to life, property, or health. Work will only resume once the hazard has been mitigated at the client's expense.

09.

Cancellation Policy

> 48 hours notice

24 - 48 hours notice

< 24 hours notice

10.

Delays & Force Majeure

RWM EL is not liable for delays caused by circumstances beyond our control, including but not limited to extreme weather, supply chain disruptions, or government restrictions.

11.

Defects & Complaints

Complaints regarding performed work must be submitted in writing within 7 days of project completion. RWM EL reserves the right to rectify any verified defects before third-party intervention.

12.

Cap on Liability

To the maximum extent permitted by Swedish law, RWM EL's total liability for any claim arising under this agreement is limited to the total amount paid by the client for the specific service that gave rise to the claim. We are not liable for indirect or consequential damages, such as loss of profit or production.

13.

Insurance Coverage

RWM EL maintains comprehensive liability insurance (Ansvarsförsäkring) for all operations, covering property damage and personal injury resulting from our professional activities.

14.

Payment Terms

Standard payment term is 10 days (net) from the date of invoice. Late payments are subject to a reminder fee and interest at the current reference rate + 8%.

15.

Intellectual Property

All blueprints, technical drawings, and documentation produced by RWM EL remain our intellectual property until full payment has been received, at which point the client is granted a perpetual license for use at the specific site.

16.

Data Privacy

We process personal data in accordance with our Privacy Policy and GDPR. This includes identity data for ROT deductions and technical data for service history.

17.

Termination

Either party may terminate the agreement if the other party significantly breaches their obligations and fails to rectify the breach within 14 days of written notice.

18.

Dispute Resolution

In the event of a dispute, we strive for an amicable resolution. Consumers have the right to refer disputes to the National Board for Consumer Disputes (Allmänna reklamationsnämnden - ARN).

19.

Governing Law

This agreement is governed by Swedish law. Any disputes that cannot be settled amicably shall be settled by a Swedish general court, with Stockholm District Court as the first instance.