

TERMS & CONDITIONS

PERIOD OF CONTRACT:

The contract will run for a period of one calendar year from the date that an agreed form of payment is accepted, subject to an engineer's inspection.

ACCEPTANCE ON TO CONTRACT:

Acceptance of a system or appliance(s) on to a contract does not imply that it is installed satisfactorily or to current standards or codes of practice. Or that any spare parts are guaranteed to be available for the appliance. Please note a service, chargeable at £35 Inc.VAT will be carried out on the initial subject to survey visit, regardless of acceptance of cover unless prior request not to is made by the customer.

SERVICE:

A service engineer will inspect the central heating appliance(s) once a year and clean and adjust them as necessary. A visual inspection of the system will also be carried out at this time, and any remedial works actioned or quoted as necessary. If your first service reveals a problem which requires maintenance we will :

- Explain what work is required and the cost of the repair.
 - Any required maintenance must be carried out prior to acceptance onto the contract.
 - Remedial works will be at cost to the named person on the contract, subject to approval.
- Cancel the contract (if required)

• GENERAL:

- Heatfinders Ltd will not accept any claims made within the first 14 days after acceptance onto the contract.
- In winter repairs take priority over annual services.
- If a repair is approved we will only pay up to £750 in the period of the plan inclusive of parts, labour and VAT.
- Authorised repair work will be carried out during engineers normal working hours, which are typically Monday - Friday 8am - 5pm.
- You must operate your equipment in line with the manufacturer instructions and must not modify it.
- Heatfinders shall not be liable for delays in performance or non-performance caused by circumstances beyond control. Such events include but are not limited to storms,, flooding, fires, government actions, labour strikes, labour shortage, or the inability to obtain materials, equipment or transportation.
- There is no cash alternative for repair and maintenance.

PAYMENTS AND RENEWALS:

The contract renewal date will be the yearly anniversary of the original acceptance date. Renewal notices will be sent in advance of this date. The contract remains valid as long as payment is continued. Unless you inform us that you do not wish to renew your agreement, we will renew automatically for a further year.

CANCELLATION OF CONTRACT:

If you cancel your agreement, we will not normally give a refund. However, you are entitled to a full refund if you cancel within fourteen working days of acceptance. If you decide to cancel the agreement after this period, we will charge you a pro-rata sum based upon the duration of the contract as long as no claims have been made against this policy. If any claims have been made full payment will be required. If payment for the contract is monthly via recurring transaction, Heatfinders Ltd reserve the right to collect the remainder of the full annual policy payment due. Heatfinders Ltd reserve the right to terminate the maintenance contract at any time, giving at least one month's notice.

EXCLUSIONS TO SERVICE AND MAINTENANCE CONTRACTS

1. Adjustments to time and temperature controls.
2. Replacement of decorative parts.
3. Replacement of consumer durables (eg. batteries, filters, fuses, oil nozzles and ignitors).
4. Any domestic water supply from the hot water cylinder or appliances including taps and showers.
5. Any cold water storage cistern, mains water supply, cold water supply pipework.
6. Inherent defects or inadequacy to the original design of the system/appliance(s) and consequential damage or loss arising from defects.
7. Pipework wiring or flues buried in the fabric of the building including underfloor heating.

8. Any defects or damage caused through malicious or wilful action, negligence, or third party interference.
9. Any defects or damage caused by fire, lightning, explosion, flood, storm, frost, impact or other extraneous cause.
10. Consequential loss; we will not include loss or damage to property (including any cleaning required) caused by the appliance(s), boiler or system breaking down or leaking (e.g damage to furniture caused by water leaks).
11. Any defect or damage occurring from a failure of the public electricity, gas or water supplies.
12. Any work arising from hard water scale deposit, system contamination or damage from aggressive water.
13. Removing asbestos associated with repairing appliance or system.
14. Replacement or repair of thermal stores, immersion heaters or the repair of fan convectors.
15. Replacement of towel rails, LST and designer radiators, including any associated valves.
16. Replenishment of chemical treatments.
17. Complete appliance replacement for any reason.
18. Replacement of internal gas supply pipework.
19. Any increased cost of utilities, loss of water services, loss of earnings, any retrospective cost for items not relating to the repair of the heating components.
20. The cost of any improvements to the heating or hot water systems that is needed to bring your system up to current standards, for example flues and vents.
21. Removing sludge from system.
22. Replacing/repairing any steel or iron pipes.
23. Making access to the appliance/system that is not deemed reasonable.
24. Any appliance 10 years or older.
25. A domestic gas boiler shall not have a heating output greater than 150,000 BTU's or 44 KW's