



# R.WARNER DOMESTIC SERVICES

TEL – 02392 618866 MOB – 07748 511589

WEBSITE – [WWW.DOMESTIC-SERVICES.CO.UK](http://WWW.DOMESTIC-SERVICES.CO.UK)

EMAIL – [INFO@DOMESTIC-SERVICES.CO.UK](mailto:INFO@DOMESTIC-SERVICES.CO.UK)



D116017

## DOMESTIC SERVICES COVER PLAN TERMS AND CONDITIONS

PAGE 1 OF 4

### Introduction to your Terms and Conditions

We have designed these products to provide a safe, high-quality service to repair, service and maintain the products as detailed in your policy statement please read these terms and conditions and your policy statement carefully, as they form the basis of OUR agreement with each other. If anything is incorrect or you have any questions please call 02392 618866 or 07748 511589 immediately. Please see your statement as to what cover you have.

You can mix and match any of the following packages and the terms will explain what's covered in each package

- Unit 1 - \*\* Boiler and attached controls \*\*
- Unit 2 - \*\* Central heating and hot water system – including controls\*\*
- Unit 3 - \*\* Gas appliances and gas internal pipework \*\*
- Unit 4 - \*\* Plumbing and drainage package internal pipework \*\*
- Unit 5 - \*\* Home fixed electrics internal only \*\*
- Unit 6 - \*\* Kitchen white goods \*\*

Please note that the contract is for a 12 month period and if cancelled within this time charges may apply (see cancellation charges section)

### Definitions used in your Terms and Conditions

Wherever the following words and phrases appear, they will have the following meaning:

**Unit:**

Means a part of your agreed package you may have for example unit 1,5,6 from above but not 2,3,4,

**Package:**

Means each group of units you have making your package agreement (see your policy statement for your package details)

**Annual Service or inspections:**

Means a visit we undertake in each policy period to check the elements included in your package are safe and in good working order. No repairs will be carried out during these visits and a further call out will be required. Although this may be carried out at the same time as a call out.

**Domestic Purposes:**

Means a property that is mainly used for domestic living purposes and not connected with the running of a business other than home office type layouts as long as not more than 25% of the property is used as business

**Excess:**

Means an amount you have chosen to pay (as shown on your policy Statement) as the first part of each claim under your package agreement. This is due on any call out but not on service or inspection visits. Or repeat same fault visits

**First inspection:**

Means the first visit we make before we accept you onto one of our packages. You may have to have work done before we will accept you. If you have had a service or inspection in the last 12 months you may not need another visit. The first service to appliances will normally be chargeable as an annual service.

**Period of package:**

Means the length of your agreed package shown on your policy statement. Your Agreement begins on the date your application is accepted and normally runs for 12 months. If you add additional products to an existing package during your period then these will be renewed at the same time as to prevent lots of over lapping packages and or units.

**Policy Statement:**

Means a written statement you receive from us that confirms the products you hold, the price for the products and any Excess/Fixed Fee you have agreed to pay for each repair. The lower the excess the higher the monthly premium will be. And will include details of all appliances and items covered





# R. WARNER DOMESTIC SERVICES

TEL – 02392 618866 MOB – 07748 511589

WEBSITE – [WWW.DOMESTIC-SERVICES.CO.UK](http://WWW.DOMESTIC-SERVICES.CO.UK)

EMAIL – [INFO@DOMESTIC-SERVICES.CO.UK](mailto:INFO@DOMESTIC-SERVICES.CO.UK)



D116017

## DOMESTIC SERVICES COVER PLAN TERMS AND CONDITIONS

PAGE 2 OF 4

### General Conditions that apply to All Packages

#### Package or policy periods

This will be shown on your policy statement and is normally 12 months from the acceptance date (1<sup>st</sup> payment)  
Note – no claims can be made within the first 14 days of starting a new policy to prevent false claims.

#### Price and Price Changes

Your package price is set out in your policy Statement and will not change during your Policy period unless the Government introduces a change in the relevant tax rate (VAT). We will always write to you to tell you about any change to your price if this happens

#### Payments

You can choose to pay either in full by cheque or bank transfer at the start of your policy or you can pay by setting up a monthly standing order with your bank (details will be supplied as required). It will be your responsibility to make sure the payment reaches us in time every month.

#### Renewals

Prior to the end of your policy period, we will write to you to tell you about any changes to what is included in your Package or any changes to your prices for the next year. And you can decide if you want to continue your cover. It is up to you to make sure your policy doesn't run out but we do our best to contact you  
Note – further annual fees will depend on your no claims bonus

#### Excess

If on your policy statement it states an excess is due then this will apply to all call outs and is due before an engineer will make a visit or before any work is carried out – if the fault is related to a previous call out within the last 12 months this fee will not be charged. All repairs are guaranteed for 12 months – the engineer on site will determine if the fault is related to a previous repair and weather the excess fee is required.

#### Domestic use

These packages are only for domestic use, if you own a domestic property that you rent out this can be covered with one of our packages but the monthly premiums maybe higher depending on the nature of the property and a landlord surcharge will normally apply.

#### Our responsibilities and call-out times

If you have a leak that can't be controlled or you have no hot water then we will call out to you within the same day. If you have no central heating or your only heating appliance (fire) has broken down we will call out to you within 2 days during the months of November to March and within 4 days any other time of year. Other call outs may vary. We will meet our responsibilities under your policy within a reasonable time unless it is impossible because of circumstances outside our control. If we are unable to meet our responsibilities, we will notify you as soon as possible confirming the reasons why we are unable to meet our responsibilities and provide you with an alternative time when we expect we can satisfy our obligations to you.

Note – if the work isn't covered under your package agreement then further charges will apply.

#### Boilers and appliances

If your package includes repairs to boilers, gas appliances or white goods it may not be possible to repair your boiler if parts are not available. If this is the case then a full refund of your package agreement premium will be made. This is rare as all appliances accepted for the package deals are all on our service list and parts are available. – If the boiler is not economically repairable then a policy refund may be offered for any outstanding time, or an estimate given for a new system and an offer for a replacement package deal offered.

#### Maintenance and annual Inspection

Customers who have a package deal including annual maintenance and servicing will have the appliance serviced as close as possible to the 12 month renewal time and after the inspection the renewal policy will take affect and a new policy will be issued (subject to agreement) if you have a break down / call out visit 3 months prior to your annual service we may well complete the service at the same time as this visit.

#### Gaining access to your property and arranging visits

Our engineers need to be accompanied in your property at all times by someone aged over 18 years and proof of age maybe required. If someone aged 18 isn't present the engineer will not enter the property and a further appointment will be required and an excess maybe required. It is your responsibility to allow us access to your property. If we cannot gain access, we will be unable to carry out the necessary work and you will need to arrange another appointment. If you do not arrange an appointment or we cannot gain access, your policy will continue even though we have been unable to carry out the work. If, after several attempts, you have not made an appointment or we still cannot gain access, we may write to you to let you know we have cancelled your Agreement. (Fees for work carried out within your policy may be required to be settled if you or we cancel your policy see the cancellation section.

#### Safety advice

We may advise you that permanent repairs or improvements are needed to help ensure your appliance or system works safely (for example, to comply with gas safety regulations, such as upgrading your ventilation to meet current standards). If you do not follow our advice, it may mean that we are unable to fulfil all of our obligations to you under your policy Agreement. In this case, your policy will continue to run unless you tell us you would like to cancel or if we cancel (see 'Your Cancellation Rights' and 'Our Cancellation Rights').

#### Spare parts

Our engineers are limited to the amount of spares they can carry and it will probably be necessary to order spares and return, this will not incur any fees or charges to you and we will return as soon as we possibly can once the parts have been received at our office

#### Labour

One of our engineers will usually carry out the work. In some cases we may authorise a suitably qualified contractor to carry out the work. All of our contractors carry identity cards or some form of identification and you will be informed of the name of the person and company attending in advance

#### Guarantees

We guarantee to make good any faulty parts and/or defective workmanship for a period of 12 months from the date we completed your repair. The rights in relation to any guarantee we give you are in addition to, and do not affect your legal rights under the Sales of Goods Act 1979 and Supply of Goods and Services Act 1982. You can get advice about your rights from a Citizens Advice Bureau or Trading Standards Department. We also hold a 6 year insurance backed warranty for most work we carry out that's notifiable under building control regulations.

#### First Service or inspection

If your package includes a First Service, we will arrange to inspect your boiler and controls/gas central heating system / appliance etc. (depending on what is included in your package), to help ensure we can include them in your policy and that they are safe and in good working order. This will be chargeable under our normal servicing price list unless it has been carried out within the last 12 months. If remedial work is required this may need to be carried out before we can accept you for one of our packages (prices for this work will be given but can also be carried out by anyone you choose as long as they are qualified to carry out the work (if required) and prove of work is sent to us when requested).





# R. WARNER DOMESTIC SERVICES

TEL – 02392 618866 MOB – 07748 511589

WEBSITE – [WWW.DOMESTIC-SERVICES.CO.UK](http://WWW.DOMESTIC-SERVICES.CO.UK)

EMAIL – [INFO@DOMESTIC-SERVICES.CO.UK](mailto:INFO@DOMESTIC-SERVICES.CO.UK)



D116017

## DOMESTIC SERVICES COVER PLAN TERMS AND CONDITIONS

PAGE 3 OF 4

### Cancellation and charges information relating to all policies

#### Cancellation Charges

If you cancel any policy you have with us part way through your Period and you have had work completed in respect to your policy, we may charge you a contribution towards the costs we have incurred but not yet recovered. Your cancellation charge will be the total of the amounts given to you since you started your policy. (Every job is invoiced but not owed as covered under the policy)

- Less all the scheduled payments you have made in your policy period to date and
- The total of any cancellation charges will not exceed your annual price as specified on your policy Statement.

#### Our Cancellation rights

We may cancel your policy in the following circumstances:

- If you have given us false information;
- If you do not make an agreed payment;
- We find something wrong at a First Service;
- Where there are health and safety issues;
- Your appliance or system is not on our approved list;
- You do not provide us with access to your property where required;
- We are not reasonably able to find parts for your appliance or system (no available); and
- Permanent repairs or improvements we tell you are required are not completed.

If we cancel your policy at any time no further payments will be required, if you paid in full you will receive a refund for the remaining months owed to you...

#### You're Cancellation Rights

You may cancel any package you have with us at any time provided you notify us in writing to our business address as given in your policy statement. Cancelling your Direct Debit without notifying us will not cancel your policy with us. And will than mean further charges will be required. You can't cancel a unit of your policy or package only the complete package.

If you cancel within the first 14 days (starting from the day after you receive written confirmation of your policy with us), we will give you a full refund of any money you have paid, unless we have carried out a repair or first service in which case cancellation charges may apply.

If you cancel after the first 14 days (starting from the day after you receive written confirmation of your policy with us), we will give you a full refund of any money you have paid for the time left to run in your current policy period after the point of cancellation unless we have carried out a repair in which case cancellation charges may apply

### General Exclusions that apply to all agreements

#### Design or existing faults

We will not be responsible for the cost of repairs or gaining access to make repairs where there are design faults (unless we are responsible for the design faults), faults which existed before you entered into your policy with us or faults which we could not, using reasonable care and skill, identify on our First Service of your system or appliance. For example, pipes buried under concrete floors that have been installed incorrectly or without wrapping or movement protection.

#### Accidental damage/third-party damage/damage from intentional risk taking

The cost of repairs relating to damage caused by you is excluded. Where work is undertaken on your system or appliance by a third party, whether or not following our advice, which results in damage to that or another part of your system as a result of poor workmanship, the repair of any such damage will be excluded from your Agreement.

#### All other loss and damage

Unless we cause it, we will not be responsible for any loss or damage to property as a result of your appliance or system breaking/failing, including any cleaning needed or damage to fixtures/furniture (for example, damage caused by water leaks).

#### Making good

We will fill in any holes and leave the surface level where access has to be made to your system or appliance, in order to carry out a repair, but we will not replace the original surface or construction (e.g. redecoration). We will not replace any boxing that has been applied since we accepted your policy or any boxing that leaves any appliance or fitting inaccessible under the manufacturers instructions or building regulations and polices

#### Other Exclusions

We will not include the following:

- Replacing appliances
- Upgrades which you may want to have carried out to improve your appliance/system.
- Replacing or repairing parts that do not affect how the appliance/system works or decorative or specialist parts.
- Resetting controls (for example, thermostats and programmers (unless caused by us)
- Removing asbestos or any hazardous materials associated with repairing the appliance / system. When have had any asbestos removed. You must give us a clean-air certificate before we will do any further work at your property. By law, the person who removes the asbestos must give you a clean-air certificate.
- Cash alternatives for service, maintenance or repair.
- Repairing or replacing any lead, steel or central heating iron pipes (other than where the gas-supply pipe from meter to appliance is specified stated as being included under your package).





# R. WARNER DOMESTIC SERVICES

TEL – 02392 618866 MOB – 07748 511589

WEBSITE – [WWW.DOMESTIC-SERVICES.CO.UK](http://WWW.DOMESTIC-SERVICES.CO.UK)

EMAIL – [INFO@DOMESTIC-SERVICES.CO.UK](mailto:INFO@DOMESTIC-SERVICES.CO.UK)



D116017

## DOMESTIC SERVICES COVER PLAN TERMS AND CONDITIONS

PAGE 4 OF 4

### Package cover and exclusions

#### All packages

##### Included in cover

Anything listed under each unit below or written on the policy statement

##### Excluded from cover

Any damage caused by scale build up unless we have carried out scale inhibitor work and or flushing of heating systems  
Any damage caused by accidental damaged by anyone other than us  
Any damage caused by neglect or misuse of the appliance  
Any section of pipe work damaged by incorrect installation that wasn't detected (i.e. pipes buried in concrete and not protected)  
Any additions not carried out by us or incorrectly carried out or we are not informed in writing of changes  
Upgrades to system  
General wear and tear i.e. dripping tap or seized controls

#### Unit 1 - Boiler and attached controls

##### Included in cover –

The appliance detailed in your policy and contents within the boiler are covered under your policy,  
Pipe work up to 100mm from the appliance (unit 4 covers further pipework)

##### Excluded from cover -

Any controls outside of the appliance or pipes more than 100mm away or enclosed.  
Any part of the boiler flue unless room sealed and under 1 meter in length

#### Unit 2 - Central heating and hot water system – including controls

##### Included in cover –

All radiators and connected pipe work (listed in you policy)  
Hot water cylinder and pipe work within the airing cupboard that is visual  
Hot, cold and central heating pipe work from boiler location for as long as it is visual before leaving room)  
Roof tanks connected to cylinder and/or central heating system  
All pumps and valves, room thermostats, timers ETC listed in your policy

##### Excluded from cover –

Any radiators added to system and not listed on policy  
Any enclosed or hidden pipework (covered under unit 4)  
Any pipe work leading to hot and cold taps (covered under unit 4)

#### Unit 3 - Gas appliances and internal gas pipework

##### Included in cover –

Any part of the gas installation pipe work from the outlet of the gas meter (internal only)  
Any appliance listed on the policy

##### Excluded from cover –

Any part of the flue unless appliance is room sealed and flue is no more than 1 meter long

#### Unit 4 - Plumbing and drainage package internal pipework

##### Included in cover –

Any plumbing that feeds any outlet listed on your policy  
Any drainage that is listed on your policy

##### Excluded from cover –

Any external drainage (unless listed on policy)  
Any drainage incorrectly installed (i.e. running up hill but wasn't detected or couldn't be seen during inspection)  
Any pipe work been incorrectly installed but wasn't visual during inspection

#### Unit 5 - Home fixed electrics internal only

##### Included in cover –

Any cable or fitting that is part of the main household electrical system

##### Excluded from cover –

Any portable appliances  
Any external wiring unless listed separately on policy

#### Unit 6 - Kitchen white goods

##### Included in cover

Any appliance and internal parts as given on policy

##### Excluded from cover

Any appliance not listed or replaced and not updated on policy

