

Summary of Cover - Plumbing Maintenance Cover

This cover meets the needs of homeowners who require insurance and expert assistance in the event of a minor plumbing maintenance problem at their domestic property.

What is covered?

1. The repair or replacement of faulty ball valves to remedy an escape of water from an overflow pipe at your property.
 2. Dripping Taps that require re-washing. Cover includes up to 2 claims per year, for up to £250 per claim.
-

What is not covered?

Any item not forming part of the taps & overflows • loss or damage arising as a result of disconnection from or interruption to the mains services • discharge of water from the mains fed hot water cylinders and/or central heating boilers • replacement of any hot or cold water taps • wear and tear (except re-washing or ceramic disc replacement).

Who is eligible to apply?

All homeowners are eligible to apply, unless the property is a flat, maisonette, mobile home, bedsit, in multiple occupancy or is used for commercial purposes, in which case the property can't be covered. Council or Housing Association tenants will not need this service.

When will I be covered?

Your policy starts the day your application is processed. To prevent claims on pre-existing problems and to keep premiums low, there is an initial period of 28 days where you will not be covered, giving you 11 months' cover in your first year.

When are repairs available?

Repairs are available 9am until 5pm Monday to Friday, however, the Homeserve Claims Hotline is open 24 hours a day, 365 days a year.

Who provides Plumbing Maintenance Cover?

The insurance policy is provided and underwritten by Inter Partner Assistance SA, The Quadrangle, 106 – 118 Station Road, Redhill, Surrey, RH1 1PR, United Kingdom office, registered number FC008998. It is arranged and administered for you by Homeserve Membership Ltd, Cable Drive, Walsall, WS2 7BN (Registered in England no. 2770612). You will therefore have a contract with Homeserve Membership Ltd to arrange and administer the policy on behalf of the insurer, for which the cost to you is £5.00, and a separate contract with Inter Partner Assistance SA. The total price you pay of £31.99 is unaffected by these arrangements. References to 'Plumbing Maintenance Cover' or 'Cover' in all documents include the services within both contracts.

Can I spread the cost of cover?

If you pay by Direct Debit you can pay quarterly or monthly. Quarterly payers will pay 1 instalment of £8.02 and 3 instalments of £7.99. Monthly payers will pay 1 instalment of £2.73 and 11 instalments of £2.66. Payment by any other method will be one annual payment.

What happens next year?

If you choose to pay by Direct Debit or credit/debit card, excluding Maestro, your policy will automatically renew. You will receive your new policy documentation in advance of renewal to give you time to consider whether the cover is still right for you. If you make any claim on the policy this may affect your future premium.

What if I am not satisfied?

If the insurance policy does not provide the cover you need, you should return your Policy Summary to Freepost RLYC-LXAL-GEEH, Customer Admin Department, Homeserve, Cable Drive, Walsall, WS2 7BN, within 42 days of the start of the period of insurance or within 42 days of the day you receive the policy documents, whichever is the later.

Any premium paid will be refunded in full, providing no claim has been made. If you cancel after this 42 day period (which includes the statutory 14 day cancellation period), your cover will cease and you will not receive a refund of any premium paid.

For full Terms and Conditions please call Homeserve FREE on 0800 783 0951 .

Information correct at time of publication (05/09).