

Terms and Conditions

We will carry out the job you've asked us to do on the basis of what we say in this document.

We've highlighted in bold those things we think you should take particular note of.

Information is key!

You need to tell us as much as you can about the job, otherwise we can't price it properly. Neither of us wants that, so if in doubt, tell us.

What we're going to charge you

We'll agree a price with you over the phone or during online booking and take your credit or debit card details then. Please rest assured those details are kept safe and secure and are not stored by us. Once we've completed your job, we'll take payment from your card.

Is the price we give you over the phone really the price you pay?

When we agree the price with you over the phone or during online booking, we want that to be the price you pay otherwise you won't be happy and we'll lose a valued customer. So we'll try as hard as we can to make sure the **price we give you over the phone or during online booking is the price you pay.**

Prices include the cost of parts, labour and VAT unless otherwise stated

But as we've said we rely on you to tell us everything you can about the job. **If we arrive and the job requires more work than was agreed when you booked the job, then we may have to charge you more for the work.** But we'll tell you before we start any work.

We know this is not ideal, so if we turn up and need to charge you more for the job you can cancel the job and tell us to go away again. We won't charge you anything at all.

If we don't say anything about the price before we start work, then we promise that the price we gave you over the phone or during online booking is the price you pay. We're not going to do the work and then suddenly ask you for more.

What if you want to cancel or rearrange?

You can cancel or rearrange the appointment at anytime. To exercise the right to cancel, you must inform us of your decision to cancel by a clear statement (e.g. phone or a letter sent by post, fax or email). If you wish to call us you can contact us on call us on 0800 24 7 999 or alternatively you may use the form overleaf, this is also available to download at www.homeserve.com/repairs. Please post the form to the address on the letter or email to repairs@homeserve.com.

Please give us at least 24 hours' notice. Please note that once we have started the job you will no longer be able to cancel it.

If the engineer is unable to carry out the job or you decide to cancel the job there will be no charge at all and if any payments that have already been made for that job will be refunded.

Your statutory rights are not affected

What do you need to do in preparation of our arrival?

Please make sure that the area that needs attending to is accessible and safe (i.e. clear of all household items) as if there is a health/safety risk we will not be able to do the job.

Who does the work?

We use our own employees and approved tradespeople (on our behalf) to carry out the work. These are carefully selected to make sure they provide a great level of service. Our HomeServe approved engineers carry photo I.D. so you can be sure you're dealing with an approved HomeServe engineer.

What might stop us from doing the work?

We may have problems getting to you because of things outside of our control such as sickness, dreadful traffic, weather conditions or something similar. We may therefore need to

reschedule the appointment with you. We'll try to give you as much notice as possible, but it may be on the day of the appointment.

If we arrive to do the job and there's something you haven't told us that means extra work for us, or the job is going to take longer, we may have to reschedule for another time.

Once we arrive, we might also find things that stop us doing the work. For example, if there is asbestos in your house we can't disturb that because it's so dangerous. Also, if we're using materials you have provided, they need to be suitable for what you want us to do with them. We might realise that they are not and that we cannot therefore do the work for you.

If access has to be made to your property in order to carry out work we will fill any holes and leave the surface level but will not replace the original surface or construction. Any redecoration or repair of damage that may be needed following our work is your responsibility, unless we have been negligent.

When will we arrive?

We'll give you two times between which we'll arrive to begin carrying out the work. Just remember that's when we'll arrive but we won't necessarily complete the work between those times, it may take us longer.

If we are attending a boiler repair

Beyond Economical Repair (BER): After the engineer has attended and diagnosed the problem we will determine (using reputable suppliers) the total cost of parts (including VAT) required to repair the boiler. If this cost exceeds 85% of the boiler manufacturer's current retail price for the boiler or, if this is not available, the average current retail price of the same or similar make and/or model to your boiler, we will deem the boiler BER and we will be unable to complete the repair. In this instance we will cancel the repair and refund any payments taken in full.

Emergency jobs

If when you book a job we think your job is an emergency, we will try to get to you as soon as we can and before the agreed appointment slot. However, as we've already mentioned, we will not always be able to do so if we have problems getting to you because of things outside of our control, such as sickness, dreadful traffic or weather conditions.

Guarantee

We guarantee any work done and any materials which we provide for a period of 12 months from the appointment. This means that if any problems occur after the completion of the work and they are the result of any faulty workmanship, we will remedy those problems at no further cost to you. Likewise, if any materials we supply are faulty, we will replace them free of charge. We then guarantee any additional work carried out, or additional materials provided, but only until the date that is 12 months from the original appointment.

Please note, however, that our guarantee is subject to the following:

- i) Where the work involves a blocked drain, a boiler service, an appropriate flush on a central heating system, or relates to a pest control (e.g. vermin, wasps or ants), the 12 month labour and parts guarantee is not applicable
- ii) Where we carry out an electrical fault find or deploy a plumber for an hour job the 12 month labour and parts guarantee is not applicable
- iii) We will not remedy any problems with materials or parts where they have been purposely or accidentally damaged. Nor will we remedy any problems where it relates to materials or parts you have provided.

Your statutory rights are not affected

How we use your information

You give us information about yourself when you book an appointment. We'll keep that information safe and secure and only process it in accordance with the **Data Protection Act 1998**. We may pass

your information on to our own group companies, tradesmen and other third parties for training and statistical analysis. We, or they, may also use your information to contact you via the telephone or post with products, services and/or promotions that we think may be of interest to you. If you do not wish to be contacted with any promotions please write to Freepost: RLYC-LXAL-GEEH, HomeServe, Cable Drive, Walsall, WS2 7BN.

How to make a complaint

We aim to provide you with a high standard of service but from time to time things may go wrong. When we receive complaints we investigate them at once and every effort is made to resolve them to your satisfaction. If you have a complaint, please phone 0800 247 999 or write to HomeServe at Freepost RLYC-LXAL-GEEH, HomeServe, Cable Drive, Walsall, WS2 7BN.

The law that applies

This agreement is governed by the laws of England and Wales, except where the property is located in Scotland, in which case the laws of Scotland will apply. All correspondence will be in English.

Should you have any queries please call us on 0800 247 999.

HomeServe is a trading name of HomeServe Membership Limited, Cable Drive, Walsall, WS2 7BN. Registered in England, Number 2770612.

This information can be supplied in large print, braille or audio on request.

Date:

To:
HomeServe Membership Limited
Cable Drive
Walsall
WS2 7BN

0800 24 7 999
customerenquiries@homeserve.com

Please take this letter as notice that I wish to cancel my contract of sale for the supply of the following service:

Ordered on:

Name of Customer(s):

Address of Customer(s):

Signature of Customer(s) (only if this form is notified on paper):