

HomeRepair Membership

Your terms and conditions

Thank you for choosing HomeRepair Membership.

The terms and conditions below apply to your HomeRepair Membership with HomeServe. Please read them carefully so that you can get the most out of your Membership. If you have any queries please contact HomeServe on 0800 247 999.

What are the Benefits of Membership?

As a Member you are entitled to:

- £65 fixed price on any plumbing or electrical repairs detailed in your Membership letter
- 20% Members discount on boiler and heating repairs

What is the Cost of Membership?

Your Welcome Letter confirms the cost of your Membership ('Subscription') and how we will collect payment.

How Long Does Membership last?

Your Membership will continue for an initial period of 12 months ('the Membership Term') unless you decide to cancel your Membership or fail to make payment.

We will contact you prior to the end of the Membership Term to let you know that your Membership is about to expire. **Your Membership will automatically renew on the terms set out in that letter unless you let us know that you do not wish to renew. Please contact us if you do not wish to renew your Membership.**

Cancellation of Membership

You may cancel your Membership at any time by calling 0800 247 999.

If you have made no use of your Membership as at the date of cancellation we will:

- where cancellation occurs within 14 days of receiving your Welcome Letter, refund in full any Subscription already paid; or
- where cancellation occurs after the Cancellation Period, retain the last Subscription paid prior to date of cancellation and withdraw your Membership at the end of the period to which that payment relates.

If you have used your Membership and then seek to cancel your Membership within the Membership Term, you will:

- be liable to pay the non-membership price (as notified to you at the time of booking) for the work undertaken. Once we have received payment for this sum we will refund in full all Subscriptions paid.

Non Payment

If you fail to make a payment on the due date, your Membership will be suspended and during this time you will not be able to use your Membership. HomeServe will notify you if you fail to make payment. If you do not pay the outstanding amount in full within 30 days of the due date your Membership will be cancelled. If you have used your Membership during the Membership Term you will be liable to pay the non-membership price for the work undertaken and we will retain the Subscriptions you have paid.

Change to Terms and Conditions

HomeServe also reserves the right to amend these terms and conditions. We will write to advise you of the changes prior to any changes taking effect. You may cancel your Membership in such circumstances and, providing you have made no use of your Membership, we will refund any part of your Subscription which relates to the remainder of the Membership Term.

If you have used your Membership during the Membership Term you will be liable to pay the Membership price for the work undertaken.

HomeServe cancellation

HomeServe reserves the right to cancel your Membership by giving you at least 7 days notice at your last known address. HomeServe will only cancel your Membership if you are seriously in breach of the Membership terms, for example if you fail to pay the Subscription or if you use threatening or abusive behaviour towards HomeServe engineers or staff. If HomeServe cancels your Membership, HomeServe will refund any part of your Subscription which relates to the remainder of the Membership Term.

If you have used your Membership during the Membership Term you will be liable to pay the membership price for the work undertaken.

How to Use your Membership

Please call 0800 247 999 to book your repair. Please let your advisor know that you are a HomeRepair Member and be ready to provide your Membership details as set out in your Welcome Letter.

Booking a Repair

When you use your Membership and book a repair with HomeServe, our Repair Terms and Conditions will apply to the Service we provide and the repair we undertake. If you are considering booking a repair please take a look at these terms and conditions available at www.homeserve.com/trades/terms-and-conditions or by calling 0800 24 7 999.

When you book a repair :

- we'll aim to attend plumbing and electrical emergencies within 2 hours;
- we'll guarantee any work done and any materials we provide for a period of 12 months;
- we are available to take your call 24 hours a day, 7 days a week.

Exclusions:

- 12 month guarantee excludes work carried out on blockages.

Payment for Repair Work

Payment for any repair work carried out as part of your Membership will be collected in accordance with our repair terms and conditions. In some cases it may be possible to spread the cost of repairs.

Please ask your advisor when you call.

How to Make a Complaint

We wish to provide you with a high standard of service. Very occasionally we receive complaints which we investigate at once and every effort is made to resolve them to your satisfaction. Please phone or write to HomeServe.

Use of Data

HomeServe Membership Limited will use the data you provide to us and may pass it on to HomeServe group companies and its selected partners may use your data for the purposes of training, testing, quality control, research and statistical analysis. The HomeServe group of companies may also use your data to keep you informed by post or telephone, of any products or services which they consider may be of interest to you. If you do not want to receive such information please write to HomeServe at Freepost RLYC-LXAL-GEEH, HomeServe, Cable Drive, Walsall, WS2 7BN, marked for the attention of the Data Protection Officer, Customer Relations Department. For further information on how we use your information, please see our privacy policy at www.homeserve.com.

The Law that Applies

These terms are 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 communicated in English for the duration of your Membership.

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