

Terms & Conditions

You made a claim under your policy arranged and administered by HomeServe and underwritten by IPA. Unfortunately, your claim was repudiated. HomeServe provides a repair service and you have decided to take advantage of such service. **Please note that the repair carried out by HomeServe (or on HomeServe's behalf) is separate to your policy and is governed by these 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.

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.

Information is key!

You need to tell us as much as you can about the job. This is to ensure we send you the right engineer to complete the repair.

What we're going to charge you

We'll agree a price with you over the phone and take payment from your credit or debit card using the details you provide. Please rest assured those details are kept secure and are not stored by us.

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

Yes, it is and this price includes VAT, call-out, parts and labour. However, please note that 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. We'll tell you before we start any work and should you agree, we'll arrange for payment to be taken.

We know this is not ideal, so if we turn up and need to charge you more, you can choose to cancel the job and we will refund any payment that has already been taken.

If we don't say anything about the price before we start work, then we promise that the price you paid over the phone is the price you pay.

What if you want to cancel or rearrange?

You can cancel or rearrange the appointment by telephoning us on 0800 247 999. Please let us know as soon as you can that you want to cancel or rearrange the appointment. Please note that once we have started to carry out the repair, you will no longer be able to cancel the job.

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.

If access has to be made to your property to complete a repair, 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.

Who does the work?

HomeServe uses its own employees and approved trades people (on its 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 our control such as sickness, dreadful traffic or 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.

When will we arrive?

We'll give you an appointment slot, which will be 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.

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 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:

- Where the work involves a blocked drain or the flushing of a central heating system, or relates to pest control e.g. vermin, wasps or ants, the 12 month labour and parts guarantee is not applicable. So if any further blockages, flushings or pest infestation problems arise you'll need to pay for us to come and sort it out again.
- 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 and quote the reference JOB99

This information can be supplied in Large Print, Braille or Audio on request