

The small print

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

Yes, here come the legal bits, but we need to do it for the benefit of both of us. 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. We can't price it properly otherwise. 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 and take your credit or debit card details then. Please rest assured those details are kept safe and secure and 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, 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 is the price you pay.

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 want 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 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 by telephoning us on 0800 24 7 999. Please give us at least 24 hours' notice or we will incur costs and charge you £20 towards this. We'll take that payment from your credit or debit card. We'll do that if you give us less than 24 hours notice. Otherwise we won't charge you at all.

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 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 call to 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:

- i) 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.
- 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.

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, post or email 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 24 7 999 or write to HomeServe at Freepost RLYC-LXAL-GEEH, HomeServe, Cable Drive, Walsall, WS2 7BN.

Your statutory rights are not affected.

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