

Futureplumb - Service Plan Contracts - Terms & Conditions

Silver ★★ Service Plan £5.99 per month

This cover will include the following:

An Annual Boiler Service

An Annual Gas Safety Check carried out on the property (A CP12 will not be issued with this check)

Priority on any other Plumbing and Heating call out to the property with the Service Plan.

NOT INCLUDED services in Silver ★★ cover are as follows:

Boiler Parts and Labour

Radiators and Valves

Hot and Cold Pipework

Central Heating Pipework

Gas Pipework

Gold ★★★ Service Plan £9.99 per month *a £60 excess will be charged per call out including all Parts and Labour.

This cover will include the following:

An Annual Boiler Service

An Annual Gas Safety Check carried out on the property (A CP12 will not be issued with this check)

Priority on any other Plumbing and Heating call out to the property with the Service Plan.

Boiler Parts and Labour *(£60 excess on all Parts and Labour)

Radiators and Valves *(£60 excess on all Parts and Labour)

Hot and Cold Pipework *(£60 excess on all Parts and Labour)

Central Heating Pipework *(£60 excess on all Parts and Labour)

Gas Pipework *(£60 excess on all Parts and Labour)

Platinum ★★★★★ Service Plan £14.99 per month

This cover will include the following:

An Annual Boiler Service

An Annual Gas Safety Check carried out on the property (A CP12 will not be issued with this check)

Priority on any other Plumbing and Heating call out to the property with the Service Plan.

Boiler Parts and Labour

Radiators and Valves

NOT INCLUDED in services in Platinum ★★★★★ cover are as follows:

Hot and Cold Pipework

Central Heating Pipework

Gas Pipework

Diamond ★★★★★ Service Plan £19.99 per month

This cover will include the following:

An Annual Boiler Service

An Annual Gas Safety Check carried out on the property (A CP12 will not be issued with this check)

Priority on any other Plumbing and Heating call out to the property with the Service Plan.

Boiler Parts and Labour

Radiators and Valves

Hot and Cold Pipework

Central Heating Pipework

Gas Pipework

SERVICE PLAN CONTRACT

PERIOD OF AGREEMENT

The minimum subscription period is 12 months from the date of the first payment. Thereafter, your agreement is on-going until you tell us you would like to cancel or if we cancel the agreement. You may cancel the agreement at any time after the initial 12-month period subject to pro-rata repayments for any works already carried out (see Cancellation Policy).

It is your responsibility to ensure your payments are made to us.

Should your Direct Debit not be paid for any reason whatsoever you are to ensure your payment is made to the following bank account:

Account Name: **Futureplumb**

Sort Code: **20-59-43**

Account number: **13746321**

We will notify you in writing of any changes to pricing or terms and conditions.

Each individual service plan is only for one address. The address MUST be specified during the sign-up process in the additional information – Order Notes box prior to payment being made.

This service contract remains valid as long as payment is continued, all service plans are subject to a 30-day written cancellation notice from you or Futureplumb before the anniversary of the contract.

If any work has already been carried out before you cancel the contract and all previous payments made do not equal the cost of the work already carried out, then you will be required to pay one of the following;

1. the remainder of the contract in full or
2. the difference between the amount you have already paid in service plan fees and the cost of the work that has been carried out.

Futureplumb, at their discretion, may refuse to offer renewal of any service contract or may offer a reduced/amended level of cover.

In the event of any default in payment by you, the remainder of this agreement becomes immediately payable.

No refund will be made for the unexpired part of any service contract.

Futureplumb will make 2 reasonable attempts for access for access to your property for any call out, beyond this you will be charged but may no longer be covered.

If you have more than one boiler, you will be required to pay for a separate Service Plan for each boiler.

We will notify you in writing of any changes to pricing or Terms and Conditions.

Please Note; this may be by way of update through our website - www.futureplumb.co.uk/about-futureplumb/terms-conditions

You may choose to move your cover to a different address however we reserve the right to decline this request if we have already carried out any work in the previous property and the remainder of the 12 month service plan must be paid in full. In all cases of any amendments to a service plan, written confirmation from both the customer and ourselves, (Futureplumb) is needed.

We will NOT carry out any repairs whatsoever during the first 30 days of any Service Plan.

START DATE

Your cover will begin on the date which we receive your first payment.

As soon as we receive your first payment, we will arrange for the necessary work to be carried out (Boiler Service / System Assessment etc).

We will endeavour to have the initial inspection carried out within 30 working days of your first payment however this may take longer if your first payment is made between 1st Oct and 1st February.

Once your Service Plan has been set up, we may change the date of your Direct Debit so that payment is made on or after the 1st day of the following month then on the 1st of every month thereafter.

We will NOT carry out any repairs whatsoever or carry out any work if it is reported in the first 30 days of any Service Plan.

INITIAL SAFETY INSPECTION

If you wish to join take out a Futureplumb service plan, an engineer will attend your property to carry out a full boiler service / assessment and system health & safety inspection. Should any part of your system be deemed unsafe, unserviceable or not to satisfactory operating standard to qualify for one of our service plans, we will charge you the standard, one-off fee for an annual boiler service in accordance with our pricing structure which you will find at www.futureplumb.co.uk/about-futureplumb/futureplumb-pricing-structure.

For larger properties, i.e. properties with larger than normal systems i.e. multiple central heating zones and multiple central heating controls, Futureplumb may offer a custom pricing structure to suit following on from the initial safety inspection.

ANNUAL BOILER SERVICE

A Gas Safe Registered Engineer will carry out an annual boiler service and system inspection on a natural gas boiler.

The boiler will be opened up, the key components cleaned and the parts to be checked for operational safety & ratios restored to manufacturers guidelines.

The engineer will check on the boiler to ensure it is all in good working condition.

You are required to inform us via one of the following measures when your service is due: via telephone, e-mail, SMS, WhatsApp or post.

A Gas Safe Registered Engineer will carry out a full boiler service and system inspection once a year.

This check will be carried out by a Gas Safe Registered Engineer in accordance with the manufacturer's servicing instructions.

We will ALWAYS leave the boiler in a fully working, Gas Safe Condition, if this is not possible due to the boiler being in an unserviceable or unsafe Gas Safe condition, we will isolate the boiler and condemn it. We will issue an appropriate warning notice and advise you of what work will be needed in order for the appliance to be made safe before it is safely turned back on.

If this occurs during our initial inspection / service of the boiler where we find it to be in need of a repair we will not provide any parts and labour cover on that part of the boiler or any other part inside the boiler that will be affected by the unserviceable part and you will still be charged for the service. If the boiler is found in this state during a service plan, if your service plan covers boiler parts and labour, we will endeavour to get the boiler back up and running as soon as we can. If your service plan does not include parts and labour, we will provide you with a quote to have the work carried out.

We reserve the right to allow you to have a service plan with boiler parts and labour cover excluding the part(s) in need of repair or a service plan that excludes any parts that will be needed in the future as a result due to the current unserviceable part.

These boiler service only applies to domestic properties with domestic appliances that are supplied with natural gas.

Please Note: Gas Appliance Servicing and Gas Safety Checks will be carried out between 1st April and 31st October and MUST be carried out once a year to maintain validity of this contract.

GAS SAFETY CHECK

Our Service Plans include a FREE annual Gas Safety Check in your domestic property. This will be carried out in accordance with the current Gas Safety Regulations. This check will be carried out by a Gas Safe Registered Gas Engineer during the same appointment as the Boiler Service.

We will ALWAYS leave the property in a Gas Safe Condition.

If the property is gas safe, we will advise you of our results.

If we find any part of the property to be in an unsafe gas safe condition which causes any risk or danger whatsoever, we will act in accordance with the gas safer register's current regulations. Please note; this currently requires us to isolate the gas supply to the unsafe pipe / gas appliance until the necessary work to rectify the fault has been carried out.

We will issue an appropriate warning notice and advise you of what work will be needed in order for the pipe / appliance to be made safe before it is safely turned back on.

If we find any part of your property to be unsafe or dangerous during our initial inspection we will not be able to leave your property in the condition we found it nor will we be able to provide you with a service plan until the unsafe / dangerous work has been rectified.

If the problem has arisen from gas pipework and or a gas appliance and you have our Diamond service plan or extra appliance cover that covers the appliance causing the gas safe issue and you have had your policy for over 30 days, we will resolve the gas safety issue and get your property back to a gas safe standard as soon as we possibly can.

If your service plan does not include gas pipework and or the unsafe / dangerous gas appliance or the gas safe issue is found within 30 days of the policy starting, we will provide you with a quote to have the work carried out.

We reserve the right to allow you to have a service plan if your property has a gas safety issue however, we may, at our discretion allow cover excluding the gas safety issue if the problem no longer poses a gas safety issue to the property.

These gas safety checks apply to Domestic properties with domestic appliances that are supplied with natural gas.

Please Note: Gas Appliance Servicing and Gas Safety Checks will be carried out between 1st April and 31st October and MUST be carried out once a year to maintain validity of this contract.

PRIORITY CALL OUTS

We will endeavour, subject to workload and availability, to call the same day in response to any breakdown or failure of the central heating boiler covered by the contract. Please note that this is not always the case however you will be prioritised over all other non Service Plan customers.

BOILER PARTS AND LABOUR

We will cover all Boiler breakdowns & repairs including all parts and labour if you have the appropriate Service Plan Cover.

We will cover heating controls including thermostats and programmers, the boiler flue including the flue terminal up to 1m in length.

We will give you £400 off the cost of a new boiler if it is more than 8 years old & deemed beyond economic repair whilst under cover on one of our Service Plans

If we do not carry the spare parts your repair requires on the day, we will endeavour to find parts from our suppliers. We may not always be able to replace parts like-for-like and therefore may use an approved alternative or standard range of product. For example, parts may not always be the same design or colour as the original, but if you wish to provide your own parts we will fit under the terms of the contract. Should we find any boiler parts to be obsolete we will not be able to carry out the associated works and we will instead provide a quotation for a replacement boiler.

If there are 3 or more repairs required on a boiler within any 1 year period, it will be deemed beyond economic repair. If a boiler will cost in excess of £400 to repair, it will be deemed beyond economic repair. In such circumstances, we will provide a quotation to replace the boiler with a £400 discount applied minus the

Any boiler work will always be carried out by a fully qualified engineer.

NOT COVERED

- x Topping up the pressure on your boiler.
- x Adjustments to time and temperature controls, including resetting them or replacing batteries.
- x Replacement or repair of unvented hot water cylinders, thermal stores, air or ground source heat pumps or fan convectors.
- x Repairing or replacing the flue including the flue terminal if it's over one metre in length.
- x Damage caused by aggressive water, system contamination, limescale, sludge or other debris in the system.
- x Power flushing, removal of sludge, limescale and other debris in the system.
- x Please also see (Other Notable Exclusions section)

RADIATORS AND VALVES

Prior to providing any Service Plan cover which includes Radiators and Valves we will carry out on-site analysis of the water in your central heating system to test the quality of the water inside your central heating system.

We will use an ADEY® water test kit which provides rapid on-site analysis of critical parameters that can affect the longevity and efficiency of the heating system. The test determines the amount of chloride, copper, iron, pH, total hardness and level of any inhibitor / protector present in the heating system.

We will report our findings to you in all eventualities however if your central heating system has any aggressive water, system contamination, limescale, sludge or other debris in the system we will not be able to provide you with a Service Plan that covers Radiators and Valves.

If you are in the unfortunate position where that is the case, we will provide you with a quote for the necessary work that is required in order to remove any of the aggressive water, system contamination, limescale, sludge or other debris in the system. The work will include but is not limited to; a chemical flush, a Power flush, adding a magnetic filter to your system if there is not already one on the system, replacing the existing magnetic filter if the existing one is not working as it should, replacing any radiators or valves that are unrepairable and also the addition of an inhibitor to be added to the central heating system once all of the previous work has been carried out.

We reserve the right to allow you to have a service plan with Radiator and Valves cover if the central heating system is in need any work following of from our on-site analysis of the water in your central heating.

Should you decide against having the recommended work carried out we will still provide you with a Service Plan however you will NOT be eligible to have the any repairs carried out on any Radiator or Valve until the recommended work has been carried out.

NOT COVERED

- x Damage caused by aggressive water, system contamination, limescale, sludge or other debris in the system.
- x Power flushing, removal of sludge, limescale and other debris in the system
- x Replacement of decorative parts, towel rails, low surface temperature, electric and designer/decorative radiators, including any associated valves. Decorative radiators include vertical, column, cast iron and curved radiators or any similar non-standard designs.
- x Please also see (Other Notable Exclusions section).

CENTRAL HEATING PIPEWORK

Prior to providing any Service Plan cover which includes Central Heating Pipework we will carry out on-site analysis of the water in your central heating system to test the quality of the water inside your central heating system.

We will use an ADEY® water test kit which provides rapid on-site analysis of critical parameters that can affect the longevity and efficiency of the heating system. The test determines the amount of chloride, copper, iron, pH, total hardness and level of any inhibitor / protector present in the heating system.

We will report our findings to you in all eventualities however if your central heating system has any aggressive water, system contamination, limescale, sludge or other debris in the system we will not be able to provide you with a Service Plan that covers Radiators and Valves.

If you are in the unfortunate position where that is the case, we will provide you with a quote for the necessary work that is required in order to remove any of the aggressive water, system contamination, limescale, sludge or other debris in the system. The work will include but is not limited to; a chemical flush, a Power flush, adding a magnetic filter to your system if there is not already one on the system, replacing the existing magnetic filter if the existing one is not working as it should, replacing any Central Heating Pipework that is unrepairable and also the addition of an inhibitor to be added to the central heating system once all of the previous work has been carried out.

We reserve the right to allow you to have a service plan with Central Heating Pipework cover if the central heating system is in need any work following of from our on-site analysis of the water in your central heating.

Should you decide against having the recommended work carried out we will still provide you with a Service Plan however you will NOT be eligible to have the any repairs carried out on any Central Heating Pipework until the recommended work has been carried out.

NOT COVERED

x Damage caused by aggressive water, system contamination, limescale, sludge or other debris in the system.

x Power flushing, removal of sludge, limescale and other debris in the system.

x Replacement of decorative parts, towel rails, low surface temperature, electric and designer/decorative radiators, including any associated valves. Decorative radiators include vertical, column, cast iron and curved radiators or any similar non-standard designs.

x We will not be able to repair Central Heating Pipework if we cannot find the problem. If we have to carry out any invasive work whatsoever, we will only carry out the necessary invasive work to expose the Central Heating Pipework in order to inspect it however we DO NOT reinstate your property to its original condition after we carry out any invasive work. Meaning if there is any remedial work / damage to the walls, floors, ceilings or anywhere else in the property you will need to have this work carried out as our Service Plans do not cover for making your property good after our work.

x We reserve the right to cancel any Service Plan or part of any Service Plan should we expose pipework that has been incorrectly fitted or has not been fitted in a safe / secure manor in the first place.

x Please also see (Other Notable Exclusions section).

HOT AND COLD PIPEWORK

Prior to providing any Service Plan cover which includes Hot and Cold Pipework we will carry out an assessment of all the visible Hot and Cold Pipework in the property.

We will report our findings to you in all eventualities, however, if your Hot and Cold Pipework has any defects, faults or flaws we will not be able to provide you with a Service Plan that covers Hot and Cold Pipework.

If you are in the unfortunate position where that is the case, we will provide you with a quote for the necessary work that is required to rectify the defect, faults or flaw.

Once this remedial work has been carried out to bring your Hot and Cold Pipework up to a good standard, we will then happily provide you with Service Plan cover.

Should you decide against having the recommended work carried out we will still provide you with a Service Plan however you will NOT be eligible to have the any repairs carried out on any Hot and Cold Pipework until the recommended work has been carried out.

NOT COVERED

x Damage caused by aggressive water, system contamination, limescale, sludge or other debris in the system.

x Power flushing, removal of sludge, limescale and other debris in the system.

x Replacement of parts inside any sanitaryware (toilets, basins, sinks, taps, showers, baths, etc), any decorative parts, water rails, electric and designer/decorative water features, including any associated valves or fittings.

x We will not be able to repair Hot and Cold Pipework if we cannot find the problem. If we have to carry out any invasive work whatsoever, we will only carry out the necessary invasive work to expose the Hot and Cold Pipework in order to inspect it. We DO NOT reinstate your property at all after we carry out any invasive work. Meaning if there is any remedial work / damage to the walls, floors, ceilings or anywhere else in the property you will need to have this work carried out yourself as our Service Plans do not cover for making your property good after our work.

x We reserve the right to cancel any Service Plan or part of any Service Plan should we expose pipework that has been incorrectly fitted or has not been fitted in a safe / secure manor in the first place.

x Please also see (Other Notable Exclusions section).

GAS PIPEWORK

A Gas Safe Registered Engineer will carry out an assessment of all the visible Gas Pipework in the property once a year.

This check will be carried out in accordance with the Gas Safe Register Regulations.

We will ALWAYS leave the Gas Pipework in a fully working, Gas Safe Condition, if this is not possible due to the Gas Pipework being in an unserviceable or unsafe Gas Safe condition, we will isolate the Gas supply to the pipework and condemn it. We will issue an appropriate warning notice and advise you of what work will be needed in order for the Gas Pipework to be made safe before it is safely turned back on.

If this occurs during our initial inspection / service of the Gas Pipework where we find it to be in need of a repair we will not provide any parts and labour cover on that part of the Gas Pipework or any other part inside the Gas Pipework that will be affected by the unserviceable part and you will still be charged for the call out. If the Gas Pipework is found in this state during a service plan, if your service plan covers Gas Pipework, we will endeavour to get the Gas Pipework back up and running as soon as we can. If your service plan does not include Gas Pipework, we will provide you with a quote to have the work carried out. We reserve the right to allow you to have a service plan with boiler parts and labour cover excluding the part(s) in need of repair or a service plan that excludes any parts that will be needed in the future as a result due to the current unserviceable part. Prior to providing any Service Plan cover which includes Gas Pipework we will carry out an assessment of all the visible Gas Pipework in the property.

We will report our findings to you in all eventualities, however, if your Gas Pipework has any defects, faults or flaws we will not be able to provide you with a Service Plan that covers Gas Pipework.

If you are in the unfortunate position where that is the case, we will provide you with a quote for the necessary work that is required to rectify the defect, faults or flaw.

Once this remedial work has been carried out to bring your Gas Pipework up to a good standard, we will then happily provide you with Service Plan cover.

Should you decide against having the recommended work carried out we will still provide you with a Service Plan however you will NOT be eligible to have the any repairs carried out on any Gas Pipework until the recommended work has been carried out.

NOT COVERED

x Damage caused by aggressive gas, system contamination, limescale, sludge or other debris in the system.

x Replacement of parts inside any gas appliances (boilers, fires, hobs, cookers, heaters, dryers, etc), any decorative parts, gas rails, electric and designer/decorative gas features, including any associated valves or fittings.

x We will not be able to repair Gas Pipework if we cannot find the problem. If we have to carry out any invasive work whatsoever, we will only carry out the necessary invasive work to expose the Gas Pipework in order to inspect it. We DO NOT reinstate your property at all after we carry out any invasive work. Meaning if there is any remedial work / damage to the walls, floors, ceilings or anywhere else in the property you will need to have this work carried out yourself as our Service Plans do not cover for making your property good after our work.

x We reserve the right to cancel any Service Plan or part of any Service Plan should we expose pipework that has been incorrectly fitted or has not been fitted in a safe / secure manor in the first place.

x Please also see (Other Notable Exclusions section).

£5 DISCOUNT

You will receive a £5 discount per month on our Platinum Service Plan or Diamond Service Plans (known as a Platinum Discount Service Plan or Diamond Discount Service Plan) which does NOT include Boiler Parts and Labour cover if any of the following apply:

If your boiler is still under manufacturer's warranty.

If your boiler is over 8 years old.

If your boiler is not in full working order and or is in need of a repair.

If any of these apply, we will NOT include the the Boiler Parts and Labour in your cover and will provide you with our Platinum Discount Service Plan or Diamond Discount Service Plans cover.

You still get all the benefits of the Platinum or Diamond Service Plan but with no Boiler Parts and Labour cover.

We reserve the right to deem your boiler ineligible for any of our Service Plans if we also find the boiler was not installed in accordance with Building and Gas Safe Regulations in the first place .

Each boiler will be individually assessed on its own merit , this is due to some older boilers being eligible for a Service Plan at our discretion.

ADDITIONAL GAS APPLIANCE / SERVICE

A Gas Safe Registered Engineer will carry out a full service on an additional gas appliance once a year.

This check will be carried out during the same appointment as the Boiler Service.

We will inform you via one of the following measures when your service is due: via telephone, e-mail, SMS, WhatsApp or post.

A Gas Safe Registered Engineer will carry out a full boiler service and system inspection once a year.

This check will be carried out by a Gas Safe Registered Engineer in accordance with the manufacturer's servicing instructions.

We will ALWAYS leave the gas appliance in a fully working, Gas Safe Condition, if this is not possible due to the gas appliance being in an unserviceable or unsafe Gas Safe condition, we will isolate the gas appliance and condemn it. We will issue an

appropriate warning notice and advise you of what work will be needed in order for the appliance to be made safe before it is safely turned back on.

We will provide you with a quote to have the work carried out.

We reserve the right to allow you to have a service plan which includes the service of an additional gas appliance.

The additional gas appliance service only applies to a domestic property with domestic appliances that are supplied with natural gas.

We do not provide any parts or labour cover for any repairs / work on the additional gas appliances, however, should there be any work needed on the additional gas appliance we will be more than happy to provide you for a quote for the repair / work. Gas Appliance Servicing and Gas Safety Checks will be carried out between 1st April and 31st October and MUST be carried out once a year to maintain validity of this contract.

This additional gas appliance service is only able to be purchased with one of our service plans.

LEGIONELLA RISK ASSESSMENT

We will carry out a Legionella Risk Assessment in accordance with the regulations and guidelines from the Health and Safety Executive (HSE) which means that water systems must be properly assessed and controlled for the risk of legionella bacteria build up within commercial and domestic properties we will ensure that the landlords, homeowners and estate agents (as the people responsible for their properties) are protected against any claims they did not minimise the risk to the property.

We will visually inspect the water system throughout the property and assess it for the potential presence or potential growth of legionella bacteria.

This is a non-invasive test and we will only assess any exposed hot, cold, flow, return, pipe fittings, cylinders etc. We will not assess any hot, cold, flow, return, pipe fittings, cylinders etc which are concealed (under floors, in walls, above ceiling height, behind structures/immovable/large objects etc).

We provide full and detailed Legionella Risk Assessment Certificate for the water system and offer specific advice and appropriate control measures for your property.

Please note: There are miniscule traces of Legionella bacteria in all water therefore we do not carry out a test to see if it is present. We simply advise you where there is a high risk of Legionella and offer you a solution to minimise this risk.

This additional Legionella Risk Assessment is only able to be purchased with one of our service plans.

CYLINDER SERVICE

A Futureplumb Engineer will carry out a full service on the cylinder once a year.

This check will be carried out during the same appointment as the Boiler Service.

We will inform you via one of the following measures when your service is due: via telephone, e-mail, SMS, WhatsApp or post.

A Futureplumb Engineer will carry out a full cylinder service and system inspection once a year.

This check will be carried out by a Futureplumb Engineer in accordance with the manufacturer's servicing instructions.

We will always leave the cylinder in a fully working condition, if this is not possible due to the cylinder being in an unserviceable or unsafe condition, we will isolate the cylinder and inform you of our findings and what work will be needed in order for the cylinder to be made safe before it is safely turned back on.

We will provide you with a quote to have the necessary work carried out.

We reserve the right to allow you to have a service plan which includes the cylinder service.

The additional cylinder service only applies to a domestic property with domestic water supplies and domestic cylinders.

Please Note: We do not provide any parts or labour cover for any repairs / work on the cylinder, however, should there be any work needed on the cylinder we will be more than happy to provide you for a quote for the repair / work.

This Cylinder service is only able to be purchased with one of our service plans.

CP12 LANDLORD GAS SAFE CERTIFICATE

A CP12 Landlord Gas Safety Certificate is NOT included in any Service Plan however it can easily be added on for an additional £36 per year and will be charged at the rate of £3 per month.

A Gas Safe Registered Engineer will carry out a full boiler service and system inspection once a year.

This Gas Safety Check will be carried out in accordance with the current Gas Safety Regulations.

This check will be carried out by a Gas Safe Registered Gas Engineer during same appointment as the annual Boiler Service.

We will ALWAYS leave the property in a Gas Safe Condition.

Should you want a CP12 Landlord Gas Safety Certificate the following will apply:

We will need to know prior to the Boiler Service appointment,

You will have to have the CP12 Certificate subscription added to your Service Plan Package,

The property must have to pass a Gas Safety Check and inspection, if this is not possible due to the property being in an unsafe Gas Safe condition, we will isolate the unsafe gas appliance and condemn it. We will issue an appropriate warning notice and advise you of what work will be needed in order for the appliance to be made safe before it is safely turned back on.

This CP12 Landlord Gas Safety Certificate is only able to be purchased with one of our service plans.

CANCELLATION POLICY

We may cancel your agreement and/or demand repayments if:

- You have given false information.
- It is not possible to find parts to keep your system working safely.
- You do not make an agreed payment.
- You put our employees' health and/or safety at risk in any way.
- Your home/property is unfit to carry out work in.
- We make recommendations to carry out works and you refuse to do so.
- Circumstances arise which make it inappropriate for the contract to continue.

We retain the right to cancel your agreement at any time should we deem it appropriate. We may provide a refund pro-rata to the length of time left of your 12-month agreement term for any customers who have been with us for longer than the initial 12-month period. If you decide to cancel the agreement with us before the end of any 12-month period, we will charge you for any works that have been carried out in that period (including any repairs or boiler servicing charges), less the monthly payments you have made up to that point.

We require notification in writing from any Service Plan member wishing to cancel with one month notice.

USING PERSONAL INFORMATION

We will always endeavour to handle your data in compliance with the General Data Protection Regulations (GDPR) and will store any data in a secure server.

Information you provide may be used by us to identify you when you contact us but only when information is volunteered to us, to assist us with accounts, services and products we have provided before, now & in the future. We will retain your information as long as you are our customer and will send you reminders when you have services due and information about your engineer when en-route. If at any time in the future you wish for your information to be removed from our systems, please ask us to remove you from our system via e-mail, SMS, WhatsApp or post and we will happily remove you from our system.

Through CIFAS system (the UK's fraud prevention scheme), we and other organisations may access information about you to help make decisions about credit and credit related services for you and other members of your household, and/or to check your identity to prevent money laundering, unless you give us other satisfactory proof of identity.

We may monitor and record communications with you (including telephone conversations and emails) for quality assurance, legal, regulatory and training purposes.

OUR RESPONSIBILITIES

We will meet our responsibilities under this agreement within a reasonable time unless unable to do so because of circumstances beyond our control. All standard services are offered between normal working hours, namely weekdays 08:30-15:00 UK time. In particular, we will not be responsible for delays caused by our suppliers and/or their agent.

For uncontrolled water leaks or emergencies posing an immediate risk to your health or property, we will aim to attend your property as soon as possible.

OTHER NOTABLE EXCLUSIONS

x Inherent defects or inadequacy to the original design of the system / appliance(s) and consequential damage or loss arising from defects

x Any defects or damage caused through malicious or wilful action, negligence, or third party interference or accidental damage or any nature

x Any defect or damage caused by fire, lightning, explosion, flood, storm, tempest, frost, impact or other extraneous cause or catastrophic event. This includes pipes that require defrosting in extreme cold.

x Pipework, fittings or flues buried in the fabric of the building including underfloor heating & its components

x Any defect or damage occurring from a failure of the public electricity, gas or water supplies

x Any increased cost of utilities, loss of water services, loss of earnings, or any retrospective cost for items not relating to the repair of the heating components

x Any works pertaining to outdoor pipes or fittings, hot tubs, spas or swimming pools, including heating systems supplying any of these

x We will NOT carry out any repairs whatsoever during the first 30 days of your Service Plan.

x Due to us being local company based in Gosforth, Newcastle we unfortunately only provide service plan cover up to a maximum travel distance from our office of 15 miles and or 45 minutes travel time from our office. We will be more than happy to create a bespoke package for you where we customise an excess charge per call out to cover our engineers time and travel costs if you would still like to take out our services.

Our Company Terms and Conditions also apply, please find them at www.futureplumb.co.uk/about-futureplumb/terms-conditions

We reserve the right to amend or alter these Service Plan Terms and Conditions or any other of our Terms and Conditions. If we do amend any of our Terms and Conditions, we will ensure we update our website with the revised Service Plan Terms and Conditions prior to us implementing the new changes.