

Terms and Conditions

YOUR PLAN BENEFITS

You are entitled to access our 24-hour UK-based call centre on 08444 810 500 to receive help if your Heating Equipment is not working.

If your Heating Equipment suffers a mechanical or electrical breakdown, outside the supplier's or manufacturer's guarantee period and our customer services team are not able to resolve the problem we will then, in our discretion, decide whether to approve a repair, and then pay for the parts and labour cost of repair, or may pay you a contribution up to £1,500, in each case subject to the terms and conditions below.

Call outs can be authorised dependent on the option you choose below:-

Silver

Includes the boiler, controls, and scale damage to the boiler.

Silver Plus

Includes the boiler, controls, system and scale damage to the boiler.

Gold

Includes the boiler, controls, an annual service and scale damage to the boiler.

Platinum

The most comprehensive care we offer. Includes the boiler, controls, system, an annual service, and scale damage to the boiler.

Please note care for your heating equipment will commence 30 days after receipt of your completed application.

TERMS & CONDITIONS GENERAL

- a Controls are defined as the time control, water circulating pump, motorised valve(s), room thermostat or cylinder thermostat which stops the equipment working properly.
- b System is defined as radiators, radiator valves, expansion tank, hot water cylinder or above the ground pipework directly associated with provision of central heating, excluding any taps and their direct supply.
- c In winter repairs take priority over annual services.
- d If a repair is approved we will only pay up to £1,500 in the period of the plan.
- e If a repair is approved, but we decide we are unable to carry out the repair then we may pay you our repairer's estimated cost of the repair up to a maximum of £1,500 (including any repairs settled in the period of the plan).
- f If a repair is approved, but the cost exceeds the cost of the current purchase price of new equipment of the same or similar make or specification then we may pay you a contribution up to a total of £1,500 (including any repairs settled in the period of the plan).
- g You are not entitled to a replacement appliance under this plan and we will not be responsible for any installation costs.
- h If you are paying by Direct Debit any outstanding fee instalments will be deducted from any contribution which might be given.
- i Repair work authorised by us will be carried out during our repairers' normal working hours only, which are typically Monday – Friday, 9am to 5pm.
- j Applications for repairs of equipment will only be considered where the equipment is no longer covered by any supplier's, manufacturer's or repairer's guarantee for parts, call-out and labour charges.
- k You must operate your equipment in line with the manufacturer's instructions and must not modify it.
- l Your equipment must not have been lost, stolen, misused, neglected, poorly installed subject to malicious damage, damage caused by accidents or damage caused by fire, explosion, floods, lightning, storms, frost or other bad weather conditions, rust, corrosion or water.

- m Your equipment must not be subject to a current recall either by us, the supplier or the manufacturer.
- n Your equipment must be used in a domestic environment. Equipment used in a non-domestic or commercial environment must be subject to our prior approval in writing.
- o Your equipment must be repaired within the United Kingdom, unless we agree otherwise in writing.
- p You are liable for the cost of repairs if there is no fault found with the equipment, or to the extent it requires routine maintenance, cleaning, servicing (unless your plan includes an annual service), cosmetic repairs (e.g. damage to paintwork, dents or scratches), where there is any problem with the supply of electricity, gas, oil or water, repairs arising either from the clearing of airlocks, or the balancing and venting of radiators, or any costs arising from difficulties in getting to the equipment.
- q Payment will not be approved for costs arising from being unable to use your equipment or for any other loss or damage not included under your plan benefits which arises from the breakdown of your equipment, including any costs to remove or reinstate built-in or fitted equipment.
- r If when you require breakdown service, there is any other service agreement or an insurance policy under which you are entitled to claim, we may only pay an appropriate proportion.
- s Not included under this plan:
 - repairs arising from scale damage to the system;
 - turning on or lighting up the equipment and adjusting switches and controls except following an approved repair under this plan;
 - any part not defined in these Terms and Conditions, for example energy management systems, convector heaters, kick space heaters, shower pumps, or immersion heaters or solar panels together with their associated pipework and controls;
 - any water pressure adjustments on sealed systems, except those connected with a repair approved under this plan;
 - fuel lines to the boiler and the flue systems from the boiler; plugs or cables;
 - repairs arising from sludge or blockages;
 - hot water cylinders that hold more than 40 gallons or 182 litres;
 - unvented pressurised cylinders;
 - boilers which exceed 200,000 BTU/HR 58.6KW input;
 - repairs arising from convector heaters or from towel heaters/rails;
 - the cost of replacing your equipment;
 - any upgrading/improvement work required as a result of legislation (Health & Safety or otherwise) or to meet current standards;
 - replacement of consumer durables (e.g. batteries, filters, fuses, oil nozzles and ignitors);
 - accessories unless we agree otherwise in writing.

YOUR RIGHT TO CHANGE YOUR MIND/CANCELLATIONS

Your right to change your mind:

You may cancel the plan at any time before the end of your manufacturer's (parts and labour) guarantee period or until 14 days after you receive your plan document (whichever is later) and receive a full refund, unless your equipment has already been replaced or written-off. If you have already received a repair we reserve the right to charge a £10 administrative fee.

Cancellation:

- 1) You may cancel the plan at any time after the "right to change your mind" period outlined above, and we will refund a proportion of your plan fee relating to the remaining full months outstanding, unless your equipment has already been repaired, replaced or written-off, in which case no refund will be due.
- 2) If you pay for your plan by Direct Debit instalments, we will only refund any payments that you have made for the unexpired period of your plan.
- 3) If we have provided you with replacement equipment or a write-off settlement at any point during the period of your plan then your plan will end and no refund will be due.
- 4) To cancel your plan, please call us on 08444 810 251. You can also cancel by clicking on 'contact us' at www.domesticandgeneral.com, or by writing to Domestic & General Services Limited, Leicester House, 17 Leicester Street, Bedworth, Warwickshire, CV12 8JP.

- 5) The plan can be cancelled by us by giving you 14 days' notice in writing to your last known address. A refund of the amount paid for the remaining full months of the plan will be given.
- 6) If you cancel the plan, and you are paying by Direct Debit, please tell your bank to cancel the Direct Debit instruction.

HOW TO CONTACT US OR COMPLAIN

- Call the Customer Service Department on 08444 810 500;
- Write to the Customer Care Manager at Domestic & General Services Limited, Leicester House, 17 Leicester Street, Bedworth, Warwickshire CV12 8JP;
- E-mail us by clicking on 'contact us' on our website (www.domesticandgeneral.com).

If you are not satisfied with any of the services we provide or the way in which we have exercised our discretion you can ask for your case to be reviewed by Domestic & General and a final decision will be made on behalf of the Managing Director.

TELEPHONING DOMESTIC & GENERAL

Your telephone calls may be recorded to monitor and improve the quality of the service provided.

DATA PROTECTION

Your details will be held and used by Domestic & General Services Limited, Domestic & General Insurance PLC, and selected companies acting on our behalf to administer your plan. We may pass your data to any relevant regulator or dispute resolution provider. We may also use your data for training and testing purposes. If you have given us permission, your details may also be used by us or third parties for other marketing purposes. We may disclose your information to our service providers and agents for these purposes. We and the third parties (if applicable) may contact you by mail, telephone or email. If you no longer want your data to be used by third parties or by us for marketing purposes and you have not already notified us please write to the Data Protection Officer at: Domestic & General, Freepost CV2560, Bedworth, Warwickshire, CV12 8BR. To help keep your details accurate we may use information we receive from our partners. You can ask us for a copy of your details (for a small fee) and to correct any inaccuracies.

EXCLUSION OF THIRD PARTY RIGHTS

This plan is for the benefit of the plan holder only and any permitted transferee at our discretion and no rights or benefits will be given to any other third party under the plan. The provisions of the Contracts (Rights of Third Parties) Act 1999 will not apply.

GOVERNING LAW AND STATUTORY RIGHTS

We will communicate in English and English Law will apply unless we have agreed otherwise with you. Nothing in these conditions will reduce or affect your statutory rights; for further information about your statutory rights contact your local authority Trading Standards Department or Citizens Advice Bureau.

TRANSFERRING YOUR PLAN

With our permission you can transfer your plan, to a new owner of the equipment by giving us written details of the new owner. Your plan cannot be transferred to any other equipment.

RENEWING YOUR PLAN

At the end of your plan, we will write to you about renewing.

- If you pay by Direct Debit, your renewal notice will show the amount we will automatically collect, unless you inform us otherwise.
- If you pay by any other means, your renewal notice will show the amount to pay. You will need to make payment for the plan to continue.

We reserve the right not to offer you a renewal on your plan.

CUSTOMERS WITH DISABILITIES

We offer a number of services for customers who have disabilities. In particular we can provide this document in Braille, large print or audio formats. For further information please telephone us on 08444 810 500.



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