

Boiler Service Plan – Terms and Conditions

1. Overview

This Boiler Service Plan is a monthly subscription agreement between Plumbing Hot Ltd ("we", "us", "our") and the customer ("you", "your") for the purpose of maintaining your boiler system in safe and efficient working order.

2. Services Included

The Plan covers the following annual services:

- Full boiler service
- Carbon monoxide safety check
- Heating controls functionality check
- Full 360 check of heating system

3. Exclusions

This Plan does **not** cover:

- Repairs to the boiler or heating system
- Replacement of any parts
- Emergency call-outs
- Service of additional appliances (e.g., gas fires, cookers)

4. Subscription Fee

You agree to pay a monthly subscription fee of £9.99 by direct debit or approved payment method. This fee is payable in advance and non-refundable, except where required by law.

5. Service Appointment

An appointment will be scheduled once annually to carry out the services. In the event that we do not contact you to organise the service, it is also the homeowners responsibility to contact Plumbing Hot Ltd to arrange a convenient date and time. It is your responsibility to ensure we are given access to the property and clear access to the boiler.

6. Duration and Renewal

This Plan has a minimum term of 12 months and automatically renews unless cancelled by either party with at least 30 days' notice prior to the renewal date.

7. Cancellation

You may cancel this Plan within 14 days from the initial contracted issue date. Alternatively, with 30 days' written notice prior to the renewal. Early cancellation during the initial period will require the outstanding payment to the end of the contract.

8. Access and Responsibilities

You must ensure safe and clear access to the boiler and heating controls on the day of service. Missed appointments due to lack of access will incur a rescheduling fee of £50 including VAT.

9. Safety and Legal Compliance

We reserve the right to refuse service if we believe the system is unsafe. Any safety-related issues identified during the visit will be reported to you and may require immediate attention outside the scope of this Plan.

10. Limitation of Liability

We shall not be liable for any indirect or consequential loss, including loss of heating or hot water, arising from any delay or failure in providing the services under this Plan.

11. Governing Law

This agreement is governed by the laws of England and Wales.

