

Premium Plan – Terms and Conditions

1. Overview

This Premium care plan is a monthly subscription agreement between Plumbing Hot Ltd ("we", "us", "our") and the customer ("you", "your") for the purpose of maintaining the heating system & general plumbing at your property to prevent emergency call outs and save on plumbing fees.

2. Services Included

The Plan covers the following:

- Prioritised appointments
- 24/7 call out
- Emergency same day response
- Annual boiler service
- All gas appliance safety check
- Heating controls
- Radiators & valves
- Carbon monoxide check
- Gas safety certificate
- Boiler repairs inc parts
- Plumbing repairs
- 360 check of plumbing condition
- 360 check of heating system
- Gas supply pipework
- 10% off future projects

3. Exclusions

This Plan does **not** cover:

- Cost of sanitary ware
- Cost of taps & showers
- Concealed valves
- Drainage
- Electrical
- Heat exchangers
- Faults caused by sludge
- Faults caused by customers or another engineer

4. Subscription Fee

You agree to pay a monthly subscription fee of £29.99 by direct debit or approved payment method. This fee is payable in advance and non-refundable, except where required by law.

5. Scheduled Appointment

An appointment will be scheduled at a convenient date and time for both the company and you. It is your responsibility to ensure we are given access to the property and clear access to the fault in question.

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 fault in question 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.