

Summary of your agreement

Your service includes:

- No limit to the number of call outs.
- All parts & labour* for your boiler, radiators, hot water cylinder and controls.
- Call out usually within 24 hours.
- A yearly safety and performance inspection.
- Fully qualified Gas safe registered, Corgi registered & ACS approved gas engineers.
- Access to our 24 hour 365 day telephone number. (**07837 701563**)

Central Heating Cover plan

This contract is for a single wet- or warm-air gas, or electric, central-heating system and includes:

- a yearly inspection of the boiler and system (except for electric boilers)
- labour and parts if your system breaks down

Period of agreement

Your agreement runs for 12 months from the date it begins (or is renewed), unless you or we use the cancellation rights (set out in the clause headed Cancellation)

Start date

Your agreement begins when we process your application.

Initial safety inspection

If you choose our Central Heating Cover plan, we will inspect your system to make sure they are safe and in good working order. Your Appliance World Gas Service Engineer will fill in an Initial Safety Inspection Check List to show you what he or she has checked. We will normally do this inspection within 14 days of the beginning of your agreement where possible but, as we give priority to breakdowns, it can be later if we are busy. If the inspection reveals a problem, we may:

- tell you what work is needed and what it will cost you for that work to be done
- offer you an agreement which will not include the parts causing the problem, or
- cancel the agreement and refund your money.

Yearly inspection

We will normally carry out the yearly safety and performance inspection at the same time as the initial inspection.

After that, we will normally carry out the yearly inspection around the same time each year where possible, depending on workload.

Renewal

If you pay each year - by cash, cheque, credit or debit card we will contact you before the 12-month prepaid period ends, with details of any changes to the price and terms and conditions, and offer you the chance to confirm your renewal. (If you pay by monthly direct debit, your agreement runs until you tell us that you would like to cancel, or if we cancel the agreement (see 'Cancellation'). You may cancel the agreement at any time after the initial 12 month period. We will write to you to tell you about any changes to the terms and conditions or prices.)

Cancellation

We will cancel your agreement if:

- you have given false information
- you do not make an agreed payment
- we find something wrong at the initial safety inspection
- we are not reasonably able to find parts to keep your system working safely, or
- circumstances arise which make it inappropriate for the contract to continue.

If we cancel your agreement, we will:

- give you a full refund if we find something wrong at the initial safety inspection, or
- give you a refund based on how long is left of any 12-month cash, cheque, credit or debit card payment.

If you cancel your agreement with us, we will not normally give a refund.

However, you are entitled to a full refund if you cancel within seven working days of taking out the agreement, as long as we have not done any work and conditional that you pay back all financial gain paid from referrals.

If you cancel your agreement within the first year (whether work has been carried out or not) we will charge you an amount that brings your total payments up to the total annual cost.

Spare parts

If we do not carry the spare parts your repair needs on the day, we will do all we reasonably can to find parts from our suppliers. We may use an approved alternative or parts that have been reconditioned by the original manufacturer.

Labour

One of our engineers will usually carry out the work. In some cases we may authorise a suitably qualified contractor to carry out the work.

*See exclusions

Using personal information

Information you provide or we hold (whether or not under this contract) may be used by us, our employees or agents to:

- identify you when you phone us
- help run any accounts, services and products offered, now or in the future
- help us to detect fraud or loss, and
- write to, e-mail or phone you with information about other services and products we offer. We will not contact you in this way if you have previously told us not to do so.

Third-party rights

Nobody other than you will be able to benefit from this agreement.

Our responsibilities

We will meet our responsibilities under this agreement within a reasonable time unless it is impossible for us to do this because of circumstances outside our reasonable control. In particular, we will not be responsible for delays caused by our suppliers or their agents.

Exclusions

Your Appliance World, Central Heating Cover plan Agreement does not include the following.

Design or existing faults

The cost of repairs needed because of design faults (unless we are responsible), or faults which existed before you entered into the agreement.

Third-party damage

The cost of repairs relating to damage caused by you or someone else.

Consequential loss

Unless we are responsible for it, loss or damage to property caused by the boiler or system breaking down (for example, damage to furniture caused by water leaks).

Normal insured risks

The cost of repairing faults or damage caused by freezing weather, subsidence, structural repairs, accident, fire, lightning, explosion, flood or storm. The cost of repairing damage caused by changes to, or problems with, the gas, electricity or water services. You should check your household insurance to make sure you have enough cover for these risks.

- replacing appliances
- improvements
- decorative or other parts which do not affect how the system or appliance works
- resetting controls (for example, thermostats and programmers following winter or summer time changes)
- replacing (where a repair is not possible) lead or steel pipes other than the gas supply from your meter to the appliance
- servicing the appliance (if you requested a service)
- repairing faults or clearing blockages if we have told you permanent repairs are needed to make sure your appliance or system works properly
- removing asbestos associated with repairing the appliance or system
- internal expansion vessels (we only fit external expansion vessels)
- cash alternative on any benefits
- repairing any damage caused by our work unless we have been negligent, and
- repairing or replacing appliance flues.
- removing sludge or hard-water scale from the boiler or system.

Also, following our work, redecoration may be needed. This will be your responsibility and is not included.

We also do not cover any repairs if your boiler is, in our opinion, beyond economic repair. In such circumstances, we will contribute a maximum of £250 towards the cost of you replacing it with a new boiler.

Central-heating improvements

Your agreement includes repairing and maintaining the equipment included in the service agreement. It does not include improving the equipment.

Over the years there have been many improvements to heating systems. These improvements can help to increase the life of your system, cut down on running costs and help the environment. We have included some examples below.

Upgrading the system and energy-efficiency improvements

If you ask us to improve your system (by adding, for example, new controls), we will give you a 12 months parts and labour guarantee.

To arrange an engineer visit, ring **0161 794 3030**

Power Flush

Power Flush is a way of removing sludge, hard-water scale, and other waste matter from central heating systems. We may also suggest you correct any design faults which might cause the problem to return. This work can increase the life of your system, and improve efficiency.

We will charge you to carry out this work. Once it is finished, there will be no charge for any future Power Flush work that may be needed as long as you keep a continuous Central Heating Cover plan agreement with Appliance World at that property and as long as any work to correct design faults are carried out by us.

When a repair is needed due to sludge (for example, damage to the pump, valves or radiators) we will complete this job, at no extra cost, as long as we have not already told you that you need a Power Flush. Our engineer will also tell you what other remedial work is needed to avoid further problems.

Guarantees

Our guarantees do not affect your legal rights.

Changes to this Contract

We can change the terms of this Contract (including price) at any time. We will tell you if we do so. If we raise your prices or make a change to this Contract which is to your significant disadvantage, we will tell you in writing and you will have 14 days from the date of notification to tell us if you wish to end this Contract. If you do, the change will not affect you.