

# Central Heating Coverplan Agreement

Service provided by Appliance World Online Limited (Company Reg: 4911776)

## Your Service

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

## Agreement Period & Contract Details

- This contract is for a single wet or electric, central-heating system.
- The agreement runs for **12 months** from the date it begins (or is renewed).
- **Start Date:** Your agreement begins 30 days after your application has been processed.

## Inspections

- **Initial Inspection**
  - May be required if your boiler is over a certain age:
    - If a problem is found, we may:
      - Tell you what work is needed and the cost.
      - Offer you an agreement that excludes the parts causing the problem.
      - Cancel the agreement and provide a full refund
- **Yearly Inspection:**
  - This is normally carried out at the end of the first 12 month period and then around the same time each year, depending on workload.

## Renewal

- **Annual Payments:** We will contact you before the 12-month period ends to confirm renewal and inform you of any price or term changes.
- **Monthly Direct Debit:** Your agreement runs until you or we cancel it. You may cancel at any time after the initial 12-month period.

## Cancellation

- **Cancellation by the Provider:** The provider will cancel your agreement if:
  - You have given false information.
  - You do not make an agreed payment.
  - A problem is found after an initial safety inspection.
  - We are unable to find parts to keep your system working safely.
  - Circumstances arise that make the contract inappropriate to continue.
- **Refund Policy (Provider Cancellation):**
  - You will receive a **full refund** if we cancel due to a problem at the initial safety inspection.
  - For other reasons, you will receive a refund based on the time left on your 12-month prepaid period.
- **Cancellation by You:**
  - You will not normally receive a refund.
  - **Full Refund Exception:** You are entitled to a full refund if you cancel within **seven working days** of taking out the agreement, as long as no work has been done.
  - If you cancel after we have done work, we may charge you to bring your total payments up to the annual cost.

## Labour & Spare Parts

- **Labour:** Work is usually carried out by one of our engineers, but a suitably qualified contractor may be authorised.
- **Spare Parts:** If we don't have a part on hand, we will do our best to find it from our suppliers and may use an approved alternative or a reconditioned part.

## Exclusions

- **Design or Existing Faults:** The cost of repairs for design faults (unless we are responsible) or faults that existed before you entered into the agreement is not covered.
- **Third-Party Damage:** The cost of repairs related to damage caused by you or someone else.
- **Consequential Loss:** Loss or damage to property (e.g., furniture damaged by a water leak) caused by a system breakdown, unless we are responsible.
- **Normal Insured Risks:** Repair costs for faults or damage caused by freezing weather, subsidence, fire, lightning, flood, or storm.
- **Specific Exclusions:** The agreement does **not** include:
  - Replacing appliances.
  - Improvements to the system.
  - Decorative or other parts that don't affect system function.
  - Resetting controls.
  - Replacing lead or steel pipes (other than the gas supply from your meter to the appliance).
  - Servicing the appliance.
  - Repairing faults or clearing blockages after we have advised you that permanent repairs are needed.
  - Removing asbestos.
  - Internal expansion vessels (we only fit external ones).
  - A cash alternative to any benefits.
  - Repairing damage caused by our work unless we have been negligent.
  - Repairing or replacing appliance flues.
  - Removing sludge or hard-water scale from the system.
- **Redecoration:** Any redecoration needed after our work is your responsibility.
- **Beyond Economic Repair:** If your boiler is beyond economic repair, we will contribute a maximum of **£200** towards a new boiler.

## Power Flush

- Power Flush is a chargeable service to remove sludge and scale.
- If we have performed a Power Flush and any recommended design fault corrections, future Power Flushes will be free as long as your agreement is continuous.

- When a repair is needed due to sludge (e.g., to a pump or valve), we will complete the repair at no extra cost, as long as we have not previously told you that you need a Power Flush.

## Other Clauses

- **Guarantees:** Our guarantees do not affect your legal rights.
- **Changes to this Contract:** We can change the terms or price at any time. If a change is to your significant disadvantage, we will notify you in writing and you will have **14 days** to end the contract without the change affecting you.