

AquaGas Plumbing & Heating Solutions (Southern) LTD
(15840270)

01903 958740
info@aquagasplumbheat.com



Service Plan Terms & Conditions

To qualify for a service plan, a team member from AquaGas must have attended the property and carried out a full inspection of the system. From this inspection we can advise which plan your system qualifies for. To book an inspection contact us on 01903 958740.

Scope of contract:

- AquaGas will provide the chosen service plan agreed subject to an inspection.
- This contract is strictly a maintenance contract and not an insurance policy.
- This contract does not guarantee immediate attendance, free repairs or cover unless stated otherwise in your chosen package. Priority response does not guarantee immediate attendance.

Annual servicing:

- AquaGas will carry out annual servicing at the required level in your package. This will include a minimum of what is required in the gas safety guidelines.
- A service reminder will be sent annually, as a reminder to book in your service. A reminder will also be sent if you are due any maintenance work as part of your package.
- A boiler service record will be provided for your records.
- A gas safety certificate will be provided for the boiler only. Testing other gas appliances is not included, unless your plan states otherwise.

Breakdowns:

- AquaGas do not guarantee same day repairs or attendance as part of these service plans. These plans are primarily for a maintenance benefit.
- AquaGas do not guarantee free repairs or parts unless your chosen plan states otherwise.
- Any defects caused by misuse, malicious actions or third-party interference is not covered.
- Any defect caused by fire, flood, lightening, storm, frost, explosion, terrorism, impact of any other extraneous cause or force majeure is not covered.

Cancellation of appointments:

- Customers that have arranged a breakdown call out or annual service are given an approximate time scale. If the engineer attends and the customer is not available, a rebooking fee of £60.00+ VAT is charged to reattend.
- Customers must give at least 48 hours' notice to change an appointment time or date.

Parts and materials:

- AquaGas will endeavour to obtain parts as soon as possible. However, in some circumstances parts may not be available straight away.
- AquaGas will not be held responsible for delays in the provision of parts from suppliers or delivery firms. All parts fitted will be of the highest quality, no substandard parts will be fitted.



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Period, renewal and payment of contract:

- This contract is valid for 12 months (1 Year) from the date on which the contract is signed.
- Initial payment needs to be made within 14 days of agreeing the service plan contract for the plan to be activated.
- The contract will automatically be renewed year on year unless instructed by the customer to cancel. The customer must give notice no later than 28 days before the renewal date.
- Advance notice of renewal will be sent before the renewal date via post or email.
- AquaGas reserves the right to cancel the renewal of a contract without giving reason.
- Payment for the contract can be made monthly via Direct Debit.
- In the event of non-payment of a Direct Debit, cover will be suspended until the account is brought up to date.
- A late payment fee of £30.00 +VAT is charged if a customer has missed two consecutive months payment.
- The contract is cancelled if the customer misses 3 consecutive payments without contacting AquaGas

Change of ownership:

- If the ownership of the property in which the heating system is changes, the plan will cease. Notice of change of ownership should be given to AquaGas within 28 days of the final sale of the property. The contract will not be automatically renewed.

Termination of contract:

- AquaGas reserve the right to cancel any policy at any time if the customer is found to have broken any of the terms of this contract.
- Customers who cancel the contract mid-way through will not be entitled to any refund, partial or in full.
- Customers who wish to terminate the contract must do so giving 28 days' notice.
- AquaGas reserves the right to cancel the contract on request, or delay cancellation until the end of the 28 days' notice period.
- Payment is required during the notice period and cover will still be offered until the cancellation date.

Certificates and service records:

- All certificates will be held electronically by AquaGas
- Customers will be sent copies of any certificates via email without charge.
- Customers can request a hard copy of any certificates free of charge.

Cooling off period:

- Customers are entitled to a full refund within 14 days of signing the contract. Any breakdowns within this period will be charged at the full amount in the event of a cancellation.



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