

SERVICE CONTRACT

Our service agreement provides our customers piece of mind with the maintenance of their plumbing and space and water heating apparatus.

Four levels of cover are available

All levels of contract provide priority service, normally within 24hrs.

Cover is for all internal plumbing apparatus fixtures and fittings together with all soil and drain pipes above ground level, depending on level selected.

All contracts are subject to a one-off initial premises and installation inspection, and prior acceptance by PlumbMoore Ltd. Initial inspection is chargeable at £50, and is fully refundable if 12 months cover is taken out at time of inspection.

An overview - what our service contracts provide:

- ◆ Bronze Service Contracts – Repair and replacement of domestic sanitary ware, pipe work and fittings.
- ◆ Silver Service Contracts – Same as bronze, including repair and replacement of central heating components, pipework and fittings as required. Excludes boiler, hot water cylinder and any tanks in loft.
- ◆ Gold Service Contracts- Same as Silver, including repairs to boiler, hot water cylinder and tanks in loft. Also includes annual boiler service and Landlords gas safety inspection and certificate if required.
- ◆ Platinum Service Contracts – Same as Gold, including replacement boiler, hot water cylinder or tanks in loft if existing proves un-repairable. Includes all gas pipework from gas meter onwards.

What is not included;

- ◆ Removing sludge or hard-water scale from the boiler or system.
- ◆ Repairing or replacing appliance flues.
- ◆ Replacing or repairing parts which do not affect how the system or appliance works, or decorative or specialist parts.
- ◆ Resetting controls (for example, thermostats and programmers following power cuts or changes to BST).
- ◆ Removing asbestos associated with repairing the appliance or system
- ◆ Repairing any damage caused by our work or redecorating, unless we have been negligent.
- ◆ Repairing or replacing any iron or steel central heating pipes.
- ◆ Repairing damage or breakdowns caused by changes to, or problems with, the gas, electricity or water services
- ◆ Tracing and locating leaks under concrete floors
- ◆ Any shower repairs
- ◆ Repair or replacement of components damaged through negligence or deliberate action.

Our **Bronze service** contract includes:

- ◆ The repair or replacement of defective domestic sanitary ware, pipe work and fittings.
- ◆ All hot, cold and above ground waste pipe work and fittings.
- ◆ No heating pipe work or components are included.

Our **Silver service** contract includes all items in Bronze cover above plus:

- ◆ All heating components and pipe work excluding boiler, hot water cylinder and tanks in loft.
- ◆ All additional repairs are chargeable at current rates.

Our **Gold service** contract includes all items in Silver cover above plus:

- ◆ Where possible, full repairs of boiler, hot water cylinder and tanks in loft. Does NOT include replacement if repairs are economically unviable.
- ◆ Full annual strip and service of gas boiler and unvented hot water cylinder where necessary
- ◆ Issue of annual landlord's gas safety certificate where necessary.

Our **Platinum service** contract includes all items in gold cover above plus:

- ◆ Replacement boiler, hot water cylinder or tanks in the loft if repair is not economically viable
- ◆ All gas pipe work from gas meter onwards.

Prices

Initial premises and installation inspection £50 (fully refundable if contract taken out)

12 month Bronze service contract: £180 or £16 a month

12 month Silver service contract: £300 or £26 a month

12 month Gold service contract: £410 or £36 a month

12 month Platinum service contract: £500 or £44 a month

I would like to apply for the following service contract:

Bronze Silver Gold Platinum Annual payment £

Name: _____

Address: _____

Signed: _____ Dated: _____

ABOUT YOUR PLUMBMOORE LTD SERVICE CONTRACT

Period of Agreement

Your agreement begins when we have undertaken our initial premises and installation inspection and confirmed acceptance of your application. Regardless of payment method your agreement runs for 12 months from the date it begins (or is renewed) unless it is cancelled as set out below.

Yearly Inspection

We normally carry out the yearly inspection around the same time each year where possible, depending on workload.

Cancellation

We may cancel your agreement forthwith if:

- ◆ You have given false information
- ◆ You do not make an agreed payment
- ◆ We are not reasonably able to find parts to keep you system working safely,
- ◆ Circumstances arise (including health and safety issues) which in our opinion make it inappropriate for the contract to continue, or in any other case
- ◆ We give you at least 28 days notice that we are going to cancel.

If we cancel your agreement and you do not pay by installments we will give you a pro rata refund based upon how long is left of any 12 month advance payment.

You may cancel your agreement with us upon giving not less than 28 days notice in writing. We will not give a refund of any advance payment made and you will be liable for any unpaid balance of the cost of your agreement which will fall immediately due for payment.

Payment

Payment in full is due on the commencement of this agreement and thereafter on each anniversary of its commencement.

Where we have agreed to accept discharge of your liability by monthly installments and payment has not been made on the due date we may (at our discretion) suspend this agreement until such time as your payments are brought up to date.

Variation

We will provide you with at least 28 days written notice ("the variation period") of any changes to the terms and conditions or prices. If you wish to cancel this agreement you may do so by giving at least 28 days written notice during the variation period. Upon expiry of your notice your liability to make further payments will cease and (if you have paid in advance) we will give you a pro rata refund based upon how long is left of any 12 month advance payment.

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

A fully trained engineers will always carry out the work.

Using Personal Information

Information you provide or we hold about you may be used by us to:

- ◆ Identify you when you contact us
- ◆ Help run (and contact you about how we run) any accounts, services and products we have provided before, or provide now or in the future.



We may monitor and record communications with you (including phone conversations and emails) for quality assurance, legal, regulatory and training purposes.

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.

Guarantees

Materials that are used for plumbing, electrical and central heating work are guaranteed for 12 months from the date they are fitted. Within this period, if the material is faulty, we will repair or replace the faulty materials free of charge. If our work is faulty, we will do any repair work free of charge. Our work is guaranteed for 12 months from the date that the work is completed.

Any guarantees do not affect your legal rights under the Sale of Goods Act 1979 and Supply of Goods and Services Act 1982. You can get advice about your rights from a citizens advice bureau or trading standards department.