

Terms and Conditions re. Maintenance Scheme

1. Definitions

"Application Instruction" means the Customer's application to join the Maintenance Scheme by completing the agreement form and direct debit link supplied by the Company.

"Central Heating System" means the naturally gas, LPG oil & renewable fired central heating boiler, flues, radiators and radiator valves, all heating controls, hot water cylinder, feed and expansion tank, heating pipework and the gas supply from the meter or isolation point to the appliance.

"The Company" means M & R Plumbing & Heating Ltd, 290 Chorley New Road, Horwich, Bolton, BL6 5NY, Company Registration No. 5420709, Registered Address: 1.01 411-413 Oxford Street, London, W1C 2PE.

"Covered Appliance" means naturally gas, LPG, Oil & renewable energy boilers or any other appliance agreed in writing as being covered with the Company.

"The Customer/ The Landlord" means the person or persons, firm, company or other organisation signing up to the Maintenance Scheme.

"Gas Safe, OFTEC FGAS & NICEIC Registered Engineer" means a person who has been checked to ensure that they are competent and qualified to work safely and legally with gas and gas appliances

"Gas Safety Certificate" means the documentation which the customer receives when an appliance has been fitted and registered by a Gas Safe Registered engineer.

"Initial Inspection" means the first meeting of the engineer at the property to assess the Central Heating System and / or Covered Appliances and to service the boiler which will be charged at £75.00 / 90.00 / £110.00 plus VAT dependent upon area and boiler type. These charges only apply if you decline the cover or if we are unable to cover your boiler for any reason.

"Maintenance Scheme" means the contract which the Company and Customer enter into in accordance with these terms.

"The Property" means the house, flat or other domestic dwelling which it is agreed that the Maintenance Scheme relates to.

"Spare Parts" means the parts of the Central Heating System or Covered Appliance which have failed to work and which may need replacing by the Company subject to the terms of Clause 12c below.

2. Introduction

- a. When the Customer joins the Maintenance Scheme, the Customer is entering into an agreement with the Company. The agreement will be governed by these Terms and Conditions ("the Terms") which set out how the scheme works and what the Customer, as a member of the Maintenance Scheme, can expect from the Company.
- b. The Company reserves the right to amend these terms from time to time as reasonable and shall provide all customers with one month's prior notice of any amendments.

3. Commencement

- a. The agreement will commence following a satisfactory Initial Inspection of the Customer's Central Heating System and any proposed Covered Appliances and upon receipt of the first payment (to be in cleared funds) from the Customer to the Company, however, The Customer may not request a repair under the agreement within the first 14 days.

4. The Customer's Premium

- a. The Customer's basic premium covers the maintenance of the Customer's Central Heating System and / or Covered Appliances as agreed in writing for one year. Additional appliances, such as identified gas fires, can be included within the Scheme ("Covered Appliances") for an additional charge.
- b. The basic premium and our standard rates for additional appliances can be supplied upon request; please ring 01204 690957 for details. If the Customer needs any assistance in calculating what the Customer's premium is likely to be, please telephone and speak to a member of staff.
- c. If, prior to the agreement commencing, the Company have to adjust the Customer's premium for any reason the Company will write to advise the Customer of the revised premium. If the Customer is happy with the revised premium, the Customer must confirm this to the Company in writing as soon as possible.

5. Payment Options

- a. If the Customer occupies the premises where the Central Heating System and / or Covered Appliances are situated then the annual premium may be paid in one lump sum by debit card or cash or in twelve monthly instalments by direct debit.. **Please note:** an excess of £84.00 applies to Bronze Care, an excess of £66.00 applies to Silver Care and an excess of £60.00 applies to Gold Care. The excess payments only apply to the lower payment option and landlords; please refer to the penultimate page.
- b. If the Customer is a landlord of a residential property, the annual premium must be paid in one lump sum when the Customer submits the Customer's application. The Company cannot arrange Initial Inspection until the Customer's payment details or cash has been received and the Company will only issue a Gas Safety Certificate to the Customer when the Company is in receipt of cleared funds.

6. The Services

The Maintenance Scheme entitles the customer to:

- a. Annual inspection / service of the Customer's Central Heating boiler / system and any agreed Covered Appliances;
- b. Repair (where reasonably practicable) and maintenance services in the event that the Customer's Central Heating System and / or any Covered Appliance breaks down or emergency repairs are required subject to the exclusions listed in clause 18 below.

7. Initial Inspection

- a. The Company will arrange for one of our Gas Safe, OFTEC, FGAS & NICEIC Registered Engineers to visit the Customer's property and inspect the Customer's Central Heating System and / or any Covered Appliances to make sure they are safe and working properly.
- b. If the Engineer discovers a problem with the Customer's Central Heating System and / or Covered Appliances (all of which must meet European CE Standards) during the Initial Inspection; the Company will let the customer know what the problem is and how much it will cost to repair it. If the Customer does not wish to have the problem rectified then the appliance in question cannot be covered by the Scheme. If the problem

concerns the Customer's Central Heating System the Customer's application may still proceed in respect of the other appliance(s) but the Customer will not be entitled to any discount on the Customer's annual premium. If the appliance in question is a Covered Appliance, the Company will refund any additional premium which the Customer may have paid and adjust the Customer's premium accordingly.

- c. The Company reserves the right to reject any application, in its sole discretion, at the Initial Inspection stage and any premium which the Customer has pre-paid to us will be refunded in full.
- d. The Company is unable to accept onto a Maintenance Scheme an Appliance that is situated in a mobile home, detached out house or barn.
- e. The Company reserve the right to decline to accept The Customer onto a Maintenance Scheme or carry out work on any Appliance where the carrying out of work would in our reasonable opinion pose a risk to the engineer's health and safety or to the health and safety of others This includes boilers which contain asbestos materials.

8. Annual Inspection

- a. The Company will inspect / service the Customer's Central Heating System and / or any Covered Appliances on an annual basis at approximately the same time each year.
- b. In the event of continued failed attempts to gain access to the Property which is not due to our fault to undertake a service 'The Company reserve the right to cancel this Agreement and shall not be obliged to carry out further work. If The Customer subsequently requires a service this will be subject to our standard charge for a boiler service under our standard terms and conditions. In any event of any further failed attempts to gain access to the Property to undertake any Work, 'The Company may make an additional charge to cover our reasonable expenses.
- c. If the Customer is a landlord who lets properties to residential tenants then, by law, the Customer is required to have each gas appliance within the property checked annually by a Gas Safe Registered Engineer. Under the scheme, our Gas Safe Registered Engineers will carry out annual inspections which meet the requirements of health and safety legislation 1998 GS (IU)R 98 installation and use. If the appliances meet the required standard then, subject to payment in full of the annual premium, the Company will issue a Gas Safety Certificate in respect of those appliances only. The Company will upon request inspect and certify, where appropriate, appliances not covered by the Scheme for an additional cost - please telephone and speak to a member of staff regarding prices.

9. Repair and Maintenance

- a. The Scheme entitles the Customer to:
 - i) An unlimited number of call outs to deal with breakdowns (subject to the Customer's obligations below). Fair Use Policy – please ask for details.
 - ii) All equipment and parts (subject to availability).
 - iii) Labour required to repair (where reasonably practicable) the Customer's Central Heating System and / or Covered Appliance.
- b. Our obligations to the Customer under the Scheme cover repairs (where reasonably practicable) and maintenance only. It does not include improvements to the Customer's Central Heating System and / or Covered Appliance. The Customer should note that, for the avoidance of doubt, the Scheme does not extend to removing sludge, water scale or other waste material from the Customer's Central Heating System.

10. Annual Inspections & Breakdowns

- a. The Company's Engineers will be available to visit the Customer's property between the hours of 8.00am and 4.00pm Monday to Friday and Saturdays between the hours of 9.00am and 11.30am for Annual Inspections only dependent upon engineers' availability.
- b. The Company's Engineers will be available to visit the Customer's property between the hours of 8.00am and 8.00pm Monday to Thursday and Friday to Saturday between the hours of 8.00am and 4.00pm for in the event that the Customer's Central Heating System or any Covered Appliance breaks down.
- c. The Company reserves the right to cancel the agreement if The Company is unable to access the Property to carry out the work and in this circumstance no refund will be paid.

11. Customer Obligations

- a. In order to remain covered by the Maintenance Scheme the Customer must take reasonable steps to prevent any damage to or breakdown of the Central Heating System and / or Covered Appliance. For example, the Customer must use the Central Heating System and / or any Covered Appliance in accordance with the manufacturer's instructions and if there is a fault with any of them or if any of them break down, the Customer must report this to us as soon as possible. The Company cannot be held responsible for any repairs which arise as a result of the Customer's failure to inform us of any problems or the Customer's or any third party's misuse of the system or appliance.
- b. The Company shall have no responsibility for repairs which are required due to the Customer's interference with the Central Heating System or any Covered Appliance or due to any damage or problem caused by anyone else the Customer allows to interfere with the Central Heating System or any Covered Appliance.
- c. If the Customer calls out an Engineer when there is not a problem with the Customer's Central Heating System and / or Covered Appliance then there may be a Company charge to the customer for that call out in accordance with our standard rates Monday to Friday (8.00am - 4.00pm) 75.00 plus VAT = £90.00 for the first hour that an Engineer attends the Customer's premises and £65.00 plus VAT = £78.00 for each hour thereafter. On Saturdays we will charge the customer £100.00 plus VAT = £120.00 for the first hour that an Engineer attends the Customer's premises and £90.00 plus VAT = £108.00 for each hour thereafter (8.00am - 4.00pm). Any "out of hour" call outs will incur a further charge (variable). In the event that the Customer disagrees with the diagnosis of the Company's Engineer the Customer may at their own expense seek a second opinion of another Gas Safe Registered Engineer and the Company will take any written report prepared by such an Engineer into consideration.

12. Spare Parts

- a. The Company will take reasonable steps to acquire any parts required as soon as possible. The Company maintains a stock of the most commonly required parts and have established contacts with local suppliers. As the Company often have to rely on third parties or manufacturers to supply parts, therefore, the Company cannot be held responsible for any delays in obtaining supplies of these parts although,

where possible, the Company will give the Customer an indication of any likely delay. The Company may use parts from the original manufacturer, which may be new or reconditioned or alternatives which in the Company's opinion are suitable for the Customer's particular system or appliance.

- b. At the Annual Inspection the Company will endeavour to identify and advise the Customer of any likely supply problems in relation to spare parts due to the age or manufacturer of the Customer's Central Heating System and / or Covered Appliance. If it is not possible to obtain a particular part or a suitable alternative (for example, if the part in question is no longer manufactured or available) the Company will advise the Customer in writing of the reasons for this the Company may thereafter cancel the agreement. In this event, the balance of the Customer's annual premium will be refunded.
- c. In exceptional circumstances, including but not limited to, where an expensive part is required on an old boiler and in the Engineers' opinion the changing of the part would not prolong the life of a boiler or could increase the likelihood of the boiler breaking down in which case it may not be economical for us to acquire a particular Spare Part. In this event the Company will advise the Customer of the reasons for this and the Company may thereafter cancel the agreement, in which case the Company shall refund the balance of the Customer's annual premium to the customer.

13. Our Engineers

- a. The Company has a team of suitable experienced and Gas Safe OFTEC, FGAS & NICEIC Registered Engineers. The Company may, if required, subcontract any aspect of the work to any suitably qualified, insured and experienced contractors at the Company's discretion.

14. Duration of the Agreement

- a. The agreement will, unless terminated earlier in accordance with these terms, last for an initial period of 12 months from the date of commencement specified in the agreement and shall continue for subsequent periods of 12 months thereafter.
- b. When the Customer's renewal premium is due to expire if the Customer pays by direct debit then the new premium will continue to be paid unless the Customer tells us otherwise. In the case of any other payment methods, the Customer will have to pay the renewal premium prior to the specified renewal date and this is the responsibility of the Customer. If the Customer does not do so then the Company will presume that the Customer wishes to cancel the Agreement and the Company's obligations under this agreement will expire at 12 midnight on the last date of the current 12 month period.
- c. If the Customer sells the Property they shall supply the Company with evidence of the sale and the Company shall terminate the agreement forthwith. If the purchasers of the Customer's Property wish to join the Maintenance Scheme the Company will make the necessary arrangements as with any new customer.

15. Termination

- a. During the course of the agreement, either party may terminate the agreement by providing 14 days prior written notice to that effect. Notice shall be sent to the Customer's address/email and the Customer should send notice to the Company's office address at 290 Chorley New Road, Horwich, Bolton, BL6 5NY and time for notice shall be calculated from receipt of same.
- b. If the Company terminates the agreement, the Customer will be entitled to a refund of any premium which the Customer has pre-paid on a "pro rata" basis. The Customer will not, however, be entitled to a refund if the Company terminates the agreement because of the Customer's breach or if the Customer terminates the agreement within the initial 12 month period. In these cases the balance of premium which remains outstanding for the remainder of that initial period shall be immediately due. The Company shall be entitled to retain and / or recover a fair and reasonable proportion of monies from The Customer to cover any losses or costs that The Company suffer as a result of cancellation of the contract by The Customer to cover any incurred costs or expenses including parts, labour, administration costs and any applicable VAT thereon. If the Customer is a landlord, the Customer will not be entitled to a refund if the Customer cancels the agreement at any time following the issue of the Gas Safety Certificate.
- c. In addition The Company may cancel the contract if:
 - any information The Customer has provided to The Company is false and / or negligently incorrect and such information affects the carry out of work / repairs;
 - The Customer has failed to pay the excess or any additional amounts payable by The Customer in accordance with these Terms and Conditions;
 - The Customer fails to provide access to The Property for any work / repairs to be carried out;
 - any parts required to carry out the work / repair are no longer available or, in The Company's reasonable opinion, The Customer boiler is beyond economical repair;
 - The Company are unable to carry out the work / repair or a substantial part of it due to something which is beyond The Customer or our reasonable control (including without limitation, any health and safety issues);
 - if The Customer exhibits abusive or threatening behaviour towards our employees;

16. Cooling Off Period

- a. The Customer has 14 days in which to cancel the agreement from the date of commencement of the agreement. If the Customer does change the Customer's mind within this period the Customer can cancel by contacting our office (01204 690957 / 01204 690904) and the Company will provide the Customer with a full refund within 14 days. The Company will not normally carry out any work for the Customer during this period (with the exception of the Initial Inspection) unless the Customer specifically asks us to, in which case, the Customer will be deemed to have waived the Customer's cancellation rights.

17. Public Liability

- a. The total liability of the Company to the Customer for any breach of this agreement, breach of any duty of care which the Company owes to the Customer, our negligence or any other act or omission on our part which may give rise to liability shall be limited to £2 million in any one incident. This does not restrict or limit our potential liability for death or person injury which results from our negligence.
- b. The Company reserves the right to amend the Terms and Conditions without prior notification.
- c. The Company shall not be liable to the Customer for:
 - i) losses that were not foreseeable when the agreement was entered into;
 - ii) losses of a consequential nature (such as damage to furnishings, carpets or building structure as a result of leaks from the Customer's system) unless the Company are responsible for the cause of the damage;
 - iii) loss or damage that was not caused by the Company or as a result of any breach on its part, such as any damage caused by the Customer or a third party or faults with the system which existed prior to the Customer entering the Scheme;

- iv) for costs, losses and damages which are in the nature of insured risks, for example, damages caused by flooding, fire, freezing weather conditions, lightning, storms, subsidence, structural repairs, alteration, demolition, faulty workmanship, the interruption of electricity, water or gas service or any uninsured risks;
- v) any liability which arises as a result of any so called "force majeure" event or occurrence which is beyond our reasonable control;
- vi) any problems which are due to any faulty or inaccurate request, information or specification made by the Customer or due to any failure by the Customer to make any particular request or specification or provide relevant information.

18. Exclusions

The following work is not covered by the Maintenance Scheme and will be charged accordingly if required:

- Adjustment to programmers for time and temperature controls including winter or summer time changes or replacement of batteries.
- Re-pressurising sealed systems.
- Replacement of decorative parts.
- The fabric of the building or pipework or flue pipework buried in it.
- Any damage caused by flood, frost, impact or other extraneous caused explosion, fire, misuse or neglect.
- Consequential damage or loss arising as a result of a defect occurring in the Central Heating System.
- Any defect or damage occurring from failure of public electricity, water or gas supply, de-scaling and any work arising from hard water scale deposits caused by aggressive water.
- Faults and repairs caused by corrosion, sludge or limescale.
- The removal of asbestos.
- System faults arising from electrolyte sludge.
- Flushing system for purpose of removing sludge.
- Alternative parts due to obsolescence.
- Repairs or remedial work necessary due to a design fault.
- Improvements necessary to bring The Customer Central Heating System up to current legislative standards.
- Intermittent faults as determined by M & R Plumbing & Heating Ltd.
- Repairs to boilers requiring specialist work such as Liquid Petroleum Gas (LPG), oil or electricity.
- Repairs or maintenance that is currently covered by a manufacturer's guarantee / warranty.
- The replacement of bespoke or designer radiators - replacements where required will be standard panel radiators.
- The supply or maintenance of carbon monoxide detectors.
- Repairs due to changes in gas, electric or water services.
- Connections to the utility services such as electric cables or gas supply pipe from the meter to the appliance;
- The repair or replacement of flues except for the first metre of a flue including the terminal which runs horizontally.
- Pipes buried in concrete.
- Costs of over £1000.00 including VAT required to access part of The Customer Central Heating System (excluding pipes buried in concrete) to make a repair, for example, pipes under floorboards.
- Access equipment such as scaffolding required to access a flue terminal.
- Repairs to intentionally or accidentally damaged equipment / appliances and repairs as a result of someone else's work or negligence.
- Repairs where the Customer has been advised that remedial work is necessary and has not undertaken the necessary work (whether or not following our advice).
- Redecoration or reinstatement of floorings, covers, fixtures and fittings.
- Damage as a result of any necessary work.
- Repairs as a result of freezing conditions.
- Hot water cylinder feed and expansion tank including feed and outlet.
- Consequential losses as a result of the fault and cancelled appointments, for example, loss of earnings.
- Repairs required on the property's plumbing system which are not deemed part of the Central Heating System, including cold water feed and storage cistern.
- Underfloor heating and controls unless on our Platinum Cover.
- Damage caused by weather or freezing.
- Taps and any bathroom sanitaryware including baht, shower, basin, spa baths, pumps, toilet pan and cisterns, kitchen sink.
- boilers over 10 years old at the initial policy start date or renewal date, however, this is dependent upon the condition of the boiler.
- Any exclusions listed in the signed agreement.

19. Contact Us Regarding a Repair

If the Customer Appliance is not operating correctly please call us on 01204 690957 to arrange for an engineer to attend. The Company shall make the first available appointment and carry out repairs as soon as possible. Upon arrival at The Property the engineer will check that the Customer Appliance is eligible with Maintenance Scheme The Customer has chosen.

If The Company needs to order any parts to carry out the repair The Company may need to arrange further appointment(s) with The Customer.

In completing any work / repairs The Company may use whatever parts The Company deem appropriate for the work / repair. If the parts are no longer available and The Company cannot repair The Customer gas boiler then Section 15 will apply.

Boiler repairs are limited to £300.00 within the first three months of The Customer contract.

Parts required for the work / repair may be delivered to The Customer Property prior to the relevant appointment and The Customer is required to make arrangements to accept delivery of such parts and take reasonable care of them. The Company shall not be responsible for any delays caused by third party suppliers or manufacturers.

The Company shall use engineers to carry out the work / repair who are employed by The Company or who have been approved by The Company and who are suitably and properly qualified to carry out the work / repair.

The Company will not reimburse the costs of another engineer attending or repairing the fault.

The Company guarantees all parts and labour for 12 months from the date of the work / repair.

Where a gas escape occurs on pipework buried within the fabric of a Property; old pipework shall be made redundant and a new supply shall be relocated and installed.

20. Homeowner Boiler Replacement***

The boiler will not be replaced within the first 12 months of the contract start date and will only be replaced thereafter if the boiler is beyond economical repair.

Where The Company cannot repair The Customer central heating boiler under 45Kw The Company have the option to replace the boiler with one of similar output. Boiler replacement limits are subject to the age of the boiler at the initial contract start date. If The Customer boiler is less than 7 years old at the initial contract start date The Company will pay up to £1500.00 for the boiler replacement if it is beyond economical repair providing you use The Company to carry out the replacement or repair. If The Customer boiler is 7 years old or more but less than 10 years old at the initial Maintenance Scheme start date and less than 10 years old at renewal, The Company will pay a contribution of £400.00 towards the boiler replacement providing you use The Company to carry out the replacement.

If The Customer decides to cancel the existing contract after the installation of a new boiler or Gas Appliance The Customer can purchase a new contract, however, if The Customer decides not to take out a new contract where The Customer is eligible to do so The Customer will be required to pay The Company any outstanding amounts due to The Company under this contract.

The Company will not provide a cash alternative or provide a discount against the cost of a replacement boiler or Gas Appliance provided by and / or installed by another installer.

If The Customer replaces their boiler or selected Gas Appliance The Customer must inform M & R Plumbing & Heating Ltd. The Company shall not be liable for any defective installation of the new boiler or Gas Appliance which has been installed by someone other than The Company and shall not be liable to carry out any work / repairs to rectify such faults under the contract.

In this case The Customer shall inform The Company once the defective installation has been rectified by any other installer and provide documentary evidence of this.

21. Landlord Boiler Replacement***

The boiler will not be replaced within the first 12 months of the contract start date and will only be replaced thereafter if the boiler is beyond economical repair.

Where The Company cannot repair The Landlord's central heating boiler under 45Kw The Company have the option to replace The Landlord's boiler with one of similar output. Boiler replacement limits are subject to the age of the boiler at the initial contract start date. The Company will pay a maximum contribution of £400.00 towards The Landlord's boiler replacement providing The Landlord's boiler is 7 years old or more but less than 10 years old at the initial Maintenance Scheme start date and less than 10 years old at renewal providing The Landlord uses The Company to carry out the replacement.

If The Landlord decides to cancel the existing contract after the installation of a new boiler or Gas Appliance The Landlord can purchase a new contract, however, if The Landlord decides not to take out a new contract where The Landlord is eligible to do so The Landlord will be required to pay The Company any outstanding amounts due to The Company under this contract.

The Company will not provide a cash alternative or provide a discount against the cost of a replacement boiler or Gas Appliance provided by and / or installed by another installer. If The Landlord replaces their boiler or selected Gas Appliance the Landlord must inform M & R Plumbing & Heating Ltd. The Company shall not be liable for any defective installation of the new boiler or Gas Appliance which has been installed by someone other than The Company and shall not be liable to carry out any work / repairs to rectify such faults under the contract.

In this case The Landlord shall inform The Company once the defective installation has been rectified by any other installer and provide documentary evidence of this.

22. Home Electrics

What's Covered - All repairs to the mains electrical system and wiring on your property, for example, the fuse box, light fittings, switches, sockets, isolation switches, immersion heater time switch, extractor fans up to 150mm in diameter, outside lighting providing it is fixed to your home or outbuildings and fitted less than 7 metres above ground.

What's not covered - Upgrades to system and repairs to system which has been caused by system design or incorrect installation.

23. Drains

What's Covered - Unblocking drains to restore flow and carrying out a drain camera survey.

What's not covered - Rainwater guttering and downpipes, manholes and their covers, soakaways, septic tanks, cesspits, drainage pumps, treatment plants and macerators and their outflow pipes. Cleaning and descaling your drains, shared drains and excavation directly under the property where there is a risk to foundations.

24. Data Protection

'The Company will process The Customer personal details to enable us to provide The Customer with the Contract and for administration of this contract and The Customer account (including debt collection / credit reference agencies), provide updates and account and service information to The Customer, to assess risk, carry out marketing (unless The Customer have notified the Company that The Customer does not wish to receive marketing), carry out market research and after sales service including notifying The Customer of when The Customer next service is due, system testing, analysing The Customer account history and to detect and prevent fraud.

The Customer personal details may be disclosed to our employees, agents, service providers and assignees for these purposes.

The Company may share The Customer personal details with the above-mentioned organisations, relevant trade bodies (including the Gas Safe Register) all other associated bodies who may need to pass the information onto the relevant body to comply with Building Regulations or other regulatory requirements and / or in order to carry out the work / repair and any after sales service.

The Company may search the files of credit reference agencies to carry out credit checks on The Customer and the agencies may record a copy of the search and may share it with other organisations to assist with credit related decision making and fraudulent activity. This may involve passing The Customer information outside the European Economic Area (EEA) to countries that do not have the same data protection standards as 'The Company do in the UK. If 'The Company or our agents do this 'The Company will make sure that it happens with the relevant legal protection in place.

The Company may monitor and / or record The Customer telephone calls for training and security purposes.

'The Company will release The Customer account details to any organisation The Company may transfer our rights and responsibilities to under

this Agreement.

These Terms and Conditions and the contract are subject to laws of England and Wales and the exclusive jurisdiction of the Courts of England and Wales.

I agree to the above Terms and Conditions.

Maintenance Care Contracts (for details see next page)

DOMESTIC COVER WITHOUT EXCESS

***WITHOUT EXCESS**

Bronze *£20.00 per month

Silver *£25.00 per month

Gold *£30.00 per month

DOMESTIC COVER WITH EXCESS

****WITH EXCESS**

Bronze **£17.500 per month

****£84.00 Excess**

Silver **£22.500 per month

**** £66.00 Excess**

Gold **£27.50 per month

****£60.00 Excess**

LANDLORD COVER WITH EXCESS

Bronze *£282.per annum

£84.00 Excess

£342.00 per annum

£84.00 Excess

Gold *£30.00 per month

£84.00 Excess

Please tick relevant box for your chosen contract.

The excess payment does not apply to boiler services - BOILER SERVICES CARRY NO EXCESS

Print Name:

Signature:

Date:

MAINTENANCE CARE CONTRACTS AVAILABLE

THE FOLLOWING PRICES ARE FOR CUSTOMERS WHO LIVE WITHIN OUR REMIT - PLEASE CALL 01204 690957 FOR DETAILS.

THE FOLLOWING MAINTENANCE CARE CONTRACTS ARE SUBJECT TO AN INITIAL SITE VISIT AND WILL BE DEPENDENT UPON THE CONDITION AND AGE OF THE BOILER/SYSTEM.

SEE TABLE BELOW FOR HOMEOWNER'S AND LANDLORD'S PRICES

GET COVER TODAY

BRONZE CARE

Without Excess £20.00 / With Excess £17.00 per month

- Annual Boiler Service
- Electronic Certificate
- Carbon Monoxide Check
- Boiler & Heating Controls
- Boiler Replacement*** See Section 20 / 21

▪ **5 LESS THINGS TO WORRY ABOUT**

SILVER CARE

Without Excess £25.00 / With Excess £22.50 per month

- Annual Boiler Service
- Electronic Certificate
- Carbon Monoxide Check
- Boiler & Heating Controls
- Boiler Replacement*** See Section 20 / 21
- Gas Pipework
- Radiators & Valves
- Central Heating Pipework

▪ **8 LESS THINGS TO WORRY ABOUT**

GOLD CARE

Without Excess £30.00 / With Excess £27.50 per month

- Annual Boiler Service
- Electronic Certificate
- Carbon Monoxide Check
- Boiler & Heating Controls
- Boiler Replacement*** See Section 20 / /21
- Gas Pipework
- Radiators & Valves
- Central Heating Pipework
- Hot & Cold Pipework
- Electrics
- Toilets
- Faster Response Time

▪ **12 LESS THINGS TO WORRY ABOUT**

Landlords Cover Agreements with Excess	Landlords Cover Cost of Monthly Breakdown	Landlord's Gas Safety Inspection including Landlord's Gas Safety Certificate for inspection of 2 gas appliances Annual Premium to be paid in full
Bronze Care	£23.50	£282.00 payable in full with excess**
Silver Care	£28.50	£342.00 payable in full with excess**
Gold Care	£33.50	£402.00 payable in full with excess**

M & R Plumbing & Heating carry out all repairs and annual services at extremely competitive fixed prices available upon request and, unlike other plans that are available, our annual service actually means a full service of your boiler, not just a flue analysis.

SUBJECT TO TERMS AND CONDITIONS