



Terms and Conditions

1. Agreement to Terms

By purchasing our services, you agree to these terms and conditions. Please read them carefully.

2. Nature of Agreement

This is a service agreement, not an insurance policy. It is not protected by the Financial Services Compensation Scheme (FSCS).

If you require insurance-based protection, please seek a policy regulated by the Financial Conduct Authority (FCA).

This agreement provides maintenance and repair services for your heating system under the terms outlined below.

3. Services Included

Your service package includes:

- Labour for repairs to your gas central heating system, including boiler, controls, and hot water cylinder, in accordance with the *Gas Safety (Installation and Use) Regulations 1998*.
- Annual boiler service to ensure compliance with safety and efficiency standards, including a safety and operational check as per manufacturer guidelines.
- Maintenance of central heating systems to meet *Health and Safety Executive (HSE)* standards.
- Inspection and servicing of controls such as programmers and thermostats.
- Assessment of pipework for leaks or corrosion.
- Examination of radiators and valves for performance.
- Servicing of central heating pumps.
- Priority response times for callouts (please call **01438 904 050** and press **1**).

4. Services Not Included

The following are excluded from this service agreement:

- Removal of sludge or scale, or damage caused by these issues.
- Maintenance or repairs of showers or taps.
- Faults caused by accidental damage or third-party interference.
- Work required to bring systems up to current building regulations.
- Parts or labour for pre-existing faults not disclosed at purchase.

5. Boiler Eligibility and Age Restrictions

To qualify for this agreement:

- Your boiler must be in good working order at the time of purchase.
- It must be **under 15 years old** when taking out this agreement.
- Boilers aged **10–15 years** may require a pre-cover inspection.
- We may refuse renewal if your boiler exceeds 15 years of age or becomes uneconomical to maintain.

6. Maintenance Requirements

To maintain coverage:

- Your boiler must be serviced annually by **AHPS (Archway Heating and Plumbing Services)**. Failure to do so may result in claims being declined.
- Any faults must be reported promptly to prevent further damage.
- Reasonable access must be provided for inspections and repairs.

7. Call-Out Policy and Repair Limits

- Up to **12 call-outs per year** are included.
- Additional call-outs are chargeable at our **standard flat rate**.
- Labour costs are covered for up to **£120 per call-out**; time beyond this is charged at the standard hourly rate.

- Annual repair costs are capped at **£500** per agreement year. Any further repairs will be chargeable.
 - We aim to send an engineer within **4 hours** of your call (subject to availability, location, and call type).
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8. Boiler Replacement Contribution

If your boiler is deemed beyond economical repair:

- We will contribute up to **£300** towards a replacement.
 - The boiler must be **under 10 years old** at the time of failure.
 - This contribution is limited to **one per agreement period**.
 - Boilers over **15 years old** are excluded.
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9. Pricing and Packages

We offer four service package options. Below are examples of our higher-tier plans:

Standard Package – £15.99 + VAT per month

- Gas Safety Certificate
- Priority Callouts
- Annual Boiler Service
- CO Alarm Check
- Central Heating Health Check

Premium Package – £24.99 + VAT per month

- All Standard Package features, plus:
 - Labour Cover for Boiler Breakdowns
 - Parts Included
 - Plumbing Cover
 - 10% Discount on Additional Labour Charges
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10. Limitation of Liability

This is a **service agreement**, not an insurance policy. Our liability is limited to the services provided under this agreement. We are not responsible for indirect or consequential losses, except where required by law. Our maximum liability is limited to the total amount paid during the current agreement year.

11. Cancellation and Refund Policy

Monthly Subscriptions:

- You may cancel at any time with **one month's written notice**.
- Notice must be received at least **5 days before the end of the month** to prevent charges for the following month.
- If your billing date falls within the last 5 days of the month, notice must be received **5 days before your payment date**.

Annual Subscriptions:

- You may cancel within **30 days** of the start date for a full refund.
- After 30 days, up to **50% of the annual fee** may be refunded, depending on remaining time.
- Refunds are **not available** if less than 30 days remain in the plan period.

Refund Processing:

Refunds will be issued to your original payment method within **14 business days** of receiving written notice.

To Cancel:

Email **contact@ahpsmaintenance.co.uk** with your full name, subscription details, and cancellation request.

12. Your Consumer Rights

Your statutory rights under the **Consumer Rights Act 2015** are not affected. If a repair fails within 30 days, you are entitled to a repeat repair, replacement, or partial refund as per UK consumer law.

13. Changes to Terms

We may amend these terms at any time with **30 days' written notice**. Continued use of our services constitutes acceptance of updated terms.

14. Governing Law

These terms are governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

15. Contact Information

For any questions or concerns, please contact:
contact@ahpsmaintenance.co.uk
01438 904 050