



HOME SERVICES ASSISTANCE LIMITED

ORDER CONFIRMATION

NAME OF COMPANY:

Home Services Assistance Limited

REGISTERED ADDRESS OF COMPANY:

Unit 4 Twelve O Clock Court, Attercliffe Road, Sheffield, South Yorkshire, S4 7WW

NAME OF CUSTOMER:

[Insert name of Customer]

ADDRESS OF CUSTOMER:

[Insert address of Customer]

Terms and conditions

DEFINITIONS

Administrator- Refers to Home Services Assistance Limited, which handles queries relating to the issue of **your** service contract / service contract amendments. **You** should report details of any claim to these administrators.

Annual fee - means where **you** have chosen to pay annually, the agreed fees for the service contract payable by **you** due each full calendar year, starting from the **commencement date**, in order that cover remains in force under the terms and conditions of this service contract wording.

Approved Engineer / Engineer - means a qualified person approved and instructed by the **helpline** to undertake **emergency** work.

Assistance - means the reasonable efforts made by the **approved engineer** during a visit to the **home** to complete a temporary repair to limit or prevent damage, or if at similar expense, the cost of completing a permanent repair in respect of the cover provided.

Authorised Representative - means a person appointed by **you** to deal with **your** service contract on **your** behalf. If **you** wish to appoint a person to do this, **you** must notify Home Services Assistance Limited by writing to our registered address.

Beyond Economic Repair - means in the opinion of **our approved engineer**, the cost of repair is over 60% of the cost of the manufacturer's current retail price or the average retail price from UK boiler suppliers. In the event **you're domestic boiler** is declared **beyond economic repair**.

Call Out - means a request for **emergency assistance** from **you**, even if the request is then cancelled by **you**.

Claim Limit - means the maximum amount payable by **us** as stated under each section of cover including **call out** charges, labour, parts and materials (including VAT), and subject to prior agreement from **us**.



Commencement Date - means the start of the service contract as shown in the **schedule**.

Domestic Boiler - means the central heating boiler contained within and supplying **your home**, which is powered by natural gas from the appliance isolating valve. This includes all manufacturer-fitted components within the boiler, together with the pump, motorised valves, and thermostat. **We** will not cover any boiler that has an output in excess of 60kW/hr.

Domestic Central Heating System - means the **domestic boiler** and the central heating system within **your home**, which is powered by natural gas from the appliance isolating valve. This includes all manufacturer-fitted components within the **domestic boiler**, together with the pump, motorised valves, cylinder thermostat, pipe work, feed and expansion tank. **We** will not cover any boiler that has an output in excess of 60kW/hr.

Emergency - means a sudden and unexpected event which, if not dealt with quickly would in the reasonable opinion of the **helpline**:

- a) Render the **home** unsafe or insecure, and/or
- b) Damage or cause further damage to the **home**, and/or
- c) Cause personal risk to **you**, and/or
- d) Cause a health and safety risk to others.

Excess - means the first amount of each claim, payable by **you** to the **helpline** before the **approved engineer** will attend. This payment will be taken by the **helpline** before **assistance** is provided. This can be done by way of Credit or Debit card.

Helpline - means the telephone number for **you** to report an **emergency** under this service contract. The number is 0333 313 3134.

Home - means **your** main permanent place of residence, as shown on the **schedule**. It must be owned and occupied by **you** and **your** family as a private residence with no business use. Rented and let properties, commercial & business premises, mobile homes and bed-sits are not eligible.

Monthly Fee - means where you have chosen to pay monthly the agreed fees for the service contract payable by you due each full calendar month, starting from the commencement date, in order that cover remains in force under the terms and conditions of this service contract wording.

Period of Protection - means a period of one month or year from the commencement date upon receipt of your monthly or annual fee.

Schedule - means the document sent to you confirming the commencement date, your details, and the home that is the subject of cover.

Unoccupied - means where no one has resided in the home for a period exceeding 30 consecutive days.

Cooling off Period - In respect of all sections of the service contract, no claim can be made for any incident that occurs within 14 days of the commencement date of this service contract as shown in the schedule.

We, Us, Our – means the providers.

You, your - means the person who applied for this service contract and is named on the schedule as the service contract holder.



MAINTAINING PROTECTION UNDER YOUR MONTHLY SERVICE AGREEMENT.

You have elected to pay **your** fees by either monthly or annual **Direct Debit**. **We** will collect **your monthly fee** or **annual fee** for this service contract by **Direct Debit** from your bank account on an agreed date of each month or year and, subject to the successful collection of that **monthly or annual fee**, **we** will provide the cover detailed in this service contract wording for the month or year in which the monthly fee has been collected.

This service contract commences on the date shown on **your schedule** and continues by periods of one month or year upon receipt of **your monthly or annual fee payment**. This is a rolling monthly maintenance contract.

You have elected to pay **your** fees by **Direct Debit**. This service contract does not have a specified end date and cover will continue until either **you** or **we** cancel the service contract. However, should **you** fail to make a payment in any month; the **administrator** will contact **you** in writing at the address recorded on the service contract **schedule**. **If you pay annually, your** cover will cease one year from the date the last **annual fee payment** was received by the **administrator**. **If you pay monthly, your** cover will cease 30 days from the date the last **monthly fee payment** was received by the **administrator**.

Your service contract will automatically renew following receipt of **your** payment for the **period of cover** as defined in **your schedule**.

WHAT IS COVERED

For the avoidance of doubt this is a contract for the provision of specific services supplied at **our** absolute sole discretion and this is not a contract of insurance, a guarantee or an insurance policy.

Any benefit provided by the providers under this service contract shall be granted solely by the **providers** and in every case shall be made only upon such terms and conditions as the **providers** determine. For the avoidance of doubt, the limit of or the provision of the benefit shall only be made in the absolute discretion of the **providers**.

In the event of an **emergency** occurring in **your home**, at our absolute sole discretion **we** will:

- a) Advise **you** on what action to take to protect **yourself** and **your home**;
- b) Send one of **our approved engineers to your home**, or arrange an appointment for an **approved engineer** to visit **your home**; and
- c) Organise and pay the cost of providing **emergency assistance** excluding any **excess** up to the **claim limit per call out**, including VAT, subject to the terms and conditions of **your** service contract.



WHAT IS NOT COVERED

There are certain conditions and exclusions, which limit **your** cover. Please read them carefully to ensure this service contract meets **your** requirements. **We** do not wish **you** to discover after an incident has occurred that you are not covered for this incident.

Cooling Off period: please also note that any incident that occurs in the first 14 days after the **commencement date** of the service contract is not covered. However, should **you** require **emergency assistance** during this period, please contact Home Services Assistance Limited, **as we** may be able to provide cover on a pay on use basis.

The following are generic terms describing the terms and conditions for all parts of the Home Services Assistance Limited proposition. However, as **you** have the option to only purchase specific elements of the scheme, **your** cover is that described in **your schedule**.



COVER PROVIDED

At **our** absolute sole discretion, this service contract provides the protection described in the cover sections below as a result of an **emergency** occurring at the **home**. The benefit under **your** service contract is limited to the **claim limit** stated in each section of cover.

At **our** absolute sole discretion, the amount **we** will pay in respect of any one claim shall not exceed the **claim limit**, including **call out** charges, labour and materials. **You** are responsible for paying any additional costs of repair where the claim exceeds the benefit provided under the service contract.

Plumbing

At **our** absolute sole discretion, **we** will assist **you** to stop the **emergency** which has arisen from the sudden and unexpected failure of or damage to the internal plumbing within the **home**, which has or may result in internal water leakage, flooding or water damage to the **home**.

We do not cover:

- a) General maintenance including but not limited to dripping taps;
- b) Frozen pipes which have not caused any damage;
- c) Leaks from any household appliances, sink, shower or bath where leakage only occurs when the appliance is in use;
- d) Cracked or broken toilets or cistern;
- e) Pipes outside the boundary of **your home**.
- f) External water supply pipes, from the boundary to your internal stop cock.
- g) Any Internal or External Drainage
- h) General Service and maintenance including but not limited to leaves, build-up of oils, fats or debris;
- i) Any drainage system which is not of clay pot, plastic, P.V.C or concrete construction;
- j) Cesspits, septic tanks, vacuum drainage systems, electric pumps;
- k) Plumbing and filtration system for swimming pools or spa baths;
- l) Detached outbuildings;
- m) Guttering or fall pipes of the **home**;
- n) any replacement of any cylinder, un-vented cylinder
- o) Damage to drains caused by structures not conforming to local building regulations or caused as a result of negligence or neglect;
- p) Drain clearance where you have been previously advised of the need to install access points (e.g. rodding eye, manhole, etc).
- q) any taps, outlets, sanitaryware, WCs,

Claim Limit - £500.00 per claim.



Emergency Boiler Breakdown Cover

At **our** absolute sole discretion, **we** will assist **you** and pay for the **call out**, labour, parts and materials involved in repairing or rectifying the breakdown of **your domestic boiler at your home**.

In the event of an **emergency**, **we** will undertake to obtain spare parts as quickly as is reasonably possible.

We do not cover repairs or replacements of the following:

- a) The cold water system including its feed and outlet;
- b) **Your** water supply, from the hot cylinder to **your** taps;
- c) Any non-gas appliances, Elson tanks, separate gas heaters supplying hot water LPG boilers, and dual-purpose boilers such as AGAs and Rayburns;
- d) Maintenance or replacement of fan convector heaters, heated towel rails, or underfloor heating;
- e) Corrosion or any work arising from hard water scale deposits;
- f) Removal of sludge or hard water scale from the protected system;
- g) Any gas fired appliance whose primary purpose is other than heating, for example a domestic cooker or lighting system;
- h) Solar powered panels or ground air and water source pumps;
- i) Repairs when **our engineer** deems the boiler to be **beyond economic repair**.
- j) Any noise related faults
- k) Any fault which is not a complete failure
- l) Any fault relating to any sludge, scale issues

Claim Limit - £500.00 per claim.

Domestic Central Heating System Cover

At **our** absolute sole discretion, **we** will assist **you** to stop any **emergency** which has arisen from the sudden and unexpected failure of **your domestic central heating system**. The **emergency** must render the **domestic central heating system** inoperable, and the failure has to be due to a mechanical or electrical failure or malfunction.

We do not cover:

- a) General maintenance, including, but not limited to, descaling of central heating pipes, adjustment to the timing and temperature controls of the domestic gas central heating system, and venting (bleeding) of radiators;
- b) Any non-gas appliances, Elson tanks, separate gas heaters supplying hot water LPG boilers, and dual-purpose boilers such as AGAs and Rayburns;
- c) Maintenance or replacement of fan convector heaters or heated towel rails or underfloor heating; replacement of timers.
- d) Corrosion or any work arising from hard water scale deposits;
- e) Removal of sludge or hard water scale from the protected system;
- f) Any gas fired appliance whose primary purpose is something other than heating, for example a domestic cooker or lighting system;
- g) Solar powered panels, or ground air and water source pumps.
- h) Radiator replacements of any kind, we will only cover the valves.

Claim Limit - £500.00 per claim.



Emergency Gas Supply Pipe Cover

At **our** absolute sole discretion, **we** will assist **you** to repair or replace any damaged section of the internal gas supply pipe following a gas leak occurring in **your home**. **Our assistance** will only be provided once the National Gas Emergency Service has attended and isolated the leak.

If you think you have a **gas leak** you must immediately call the National Gas Emergency Service on **0800 111999**. The National Gas Emergency Service will attend your property and isolate the leak.

We do not cover:

- a) General maintenance;
- b) Any gas boiler, fire, central heating or hot water breakdown;
- c) Temporarily frozen pipes where permanent damage is not confirmed;
- d) Systems not installed correctly or which do not conform to any governing Gas Safe regulation or requirements;
- e) Pipes outside the boundary of **your home**.

Claim Limit - £500.00 per claim.

Gas appliance & Boiler Service

Our engineers will carry out one annual service, safety and operational check in every **12 month period**. **Our** engineers will usually carry out services at around the same time every calendar year; this will depend on their workload and your appointment preferences. Service, safety and operational check visits (where applicable) will be carried out on an agreed date after the commencement start date.

Appointments will generally take place between the hours of 8am and 7pm Monday to Friday, excluding bank holidays, and will be subject to our engineers' availability.

During **your** first service if the engineer finds the boiler has problems, which are not included in the service they will provide **you** with an advisory note detailing work that should be undertaken.

It is a responsibility to ensure that the work is covered under **your** cost. Home Services Assistance can undertake this work on your behalf, if you agree on the price.

We aim to complete your first annual service within **4 weeks** of signing up to our cover, this will indicate any issues with your boiler, which will need to be rectified at your own cost, before we continue to cover your boiler, these defects need to be completed within 2 weeks of the first service.

If cover is cancelled within 6 months after we have completed the first service, a charge of **£49.00** (at the current rate) will be charged to your account and will need to be paid by you.



HOW TO ARRANGE EMERGENCY ASSISTANCE

1. Major emergencies which could result in serious injury to the public or damage to property should be immediately advised to the supply company and/or the public emergency services. The service contract does not provide cover for any repairs, damage or other loss resulting from gas leaks which occur outside the boundary of the **home**.
2. Before requesting **emergency assistance**, **you** should check that the circumstances are covered by **your** service contract. Remember this is not a maintenance service contract and does not cover routine maintenance in **your home**.
3. Where **you** have chosen to pay monthly, **call outs** will only be considered if **your monthly fee** has been paid from the **commencement date** of this service contract, up to and including the month in which the **emergency** occurred, if there are no outstanding payment defaults.
4. When you have chosen to pay annually, call outs will only be considered if your annual fee has been paid from the commencement date of this service contract, up to and including the year in which the emergency occurred, if there are no outstanding payment defaults.
5. You should telephone the **helpline** within 12 hours of the **emergency** occurring and provide details of the **assistance** required. All requests for **emergency assistance** must be made through the **helpline**. Do not make any arrangements **yourself** without prior authorisation from the **helpline**. If **you** do, **we** will not reimburse any costs **you** may incur. Calls may be recorded.
6. The **helpline** will appoint an **approved engineer** to attend **your home**, provided that this is not precluded by adverse weather conditions, health and safety, industrial disputes (official or otherwise), failure of the public transport system, including the road and railway networks and repairs thereto, and any other circumstances preventing access to the **home** or otherwise making the provision of **emergency assistance** impossible.
7. The **helpline** and the **approved engineer** will have reasonable discretion as to when and how work is undertaken. This will be based on the details provided by **you** and any risk to the **approved engineer**. **We** may reserve the right to delay when work will be undertaken due to health and safety.
8. The **approved engineer** will charge all costs covered by the service contract directly to **us**.

You will be asked to pay the cost of:

- a) Any **excess** applicable to the service contract;
- b) **Call out** costs if there is no one at the **home** when the **approved engineer** arrives;
- c) Work in **excess** of the **claim limit**;
- d) Fitting replacement parts or components of a superior specification to the original at **your** request.

PAY ON USE

Should an **emergency** arise that is not included under **your** service contract, **Home Services Assistance** can arrange for an **approved engineer** to attend **your home**, but **you** will be responsible for all costs involved. The use of this service does not constitute a claim under **your** service contract.



REPLACEMENT OF PARTS OR COMPONENTS

At **our** absolute sole discretion **we** reserve the right to use non-genuine replacement parts supplied from third parties in addition to those parts that may be sourced from the manufacturer or their approved suppliers. **We** are not responsible for any loss, damage or inconvenience resulting from a delay in obtaining or receiving delivery from the relevant supplier of any spares.

When replacement parts are received, we will contact you to arrange a suitable time slot for the engineer to attend. You should make sure that the engineer can get reasonable access to carry out the repair. If we cannot get a replacement part needed to carry out a repair, our liability will be limited to a temporary repair to make the emergency safe.

GENERAL EXCLUSIONS

We shall not be liable for costs arising from or in connection with:

1. Circumstances known to **you** prior to the **commencement date** of **your** service contract, or incidents which occur within the **waiting period**;
2. Claims arising after the **home** has been left **unoccupied**;
3. Any wilful or negligent act or omission by **you** or any third party;
4. Events where, on attendance, it becomes clear that the **call out** is not an **emergency**;
5. General maintenance work or any system that has not been regularly maintained;
6. Loss of or damage arising out of disconnection from or interruption to the public supply of gas or water or electricity to **your home**;
7. Any amount that is recoverable upon the occurrence of an emergency at no expense to **you** under any guarantee, warranty, maintenance, and rental hire or lease agreement.
8. Any parts or item that may need to be replaced as a result of natural wear and tear;
9. Any design defect or any repair that is rendered, in **our** opinion, either difficult or impossible due to problems with the access needed to facilitate the repair;
10. Any loss howsoever arising unless it is specifically stated as being covered by the service contract, including but is not limited to, delays in sourcing spare parts by **us**;
11. Replacing lead, steel or iron pipes, rusting, corrosion, general wear and tear and/or gradual deterioration;
12. Replacement of bespoke or designer radiators or towel rails;
13. Any boiler or system that has not been serviced in line with manufacturer's recommendations or any system(s) not installed properly or in line with manufacturers guidelines; **our** policy states that the boiler should be serviced on an annual basis and that **we** may require proof of the service before any work is carried out
14. Improvements, including work that is needed to bring the protected system up to current standards;
15. **Homes** situated outside the United Kingdom and the Isle of Man;
16. Claims directly or indirectly occasioned by, happening through or in consequence of pollution or contamination of any kind whatsoever;
17. Any damage caused by the **approved engineer** in gaining access to the **home** due to the failure of the locks or removing an appliance or any equipment from its operation position in order to affect an **emergency** repair;
18. Any consequences of riot, strike, lockout, civil commotion, labour disturbances, war, invasion, act of foreign enemy, terrorism, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power;
19. Loss or damage to any **home**, or any resulting loss or expense or any legal liability directly or indirectly caused by, contribution to, by, or arising from:
 - a) Ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel;
 - b) The radioactive, toxic, explosive or other hazardous properties of any nuclear assembly or nuclear component of such assembly.



CONDITIONS

1. The rights given under this service contract cannot be transferred to anyone else.
2. You must give reasonable access to enable appropriate treatments to be carried out and follow advice from the approved engineer and / or the helpline in removing furniture if this is deemed necessary.
3. We may cancel this service contract immediately if you have acted in a false or fraudulent manner in order to gain cover under this service contract.
4. To improve the quality of the service provided, all calls to the helpline may be recorded.
5. You must take reasonable care and maintain the home and its equipment in good order and take all reasonable precautions to prevent loss or damage.
6. We may take proceedings in your name at our expense to recover any sums paid under this service contract from a third party should the emergency be as a result of an incorrect or failed previous repair.

APPLICABLE LAW

This service contract shall be governed by and construed in accordance with the law of England and Wales, unless the protected **home** is located in Scotland, in which case the law of Scotland shall apply.

HOW TO CANCEL YOUR SERVICE CONTRACT

We hope **you** are happy with the cover this service contract provides. However, if after reading this service contract, this service contract does not meet with **your** requirements, please write to Home Services Assistance Limited within 14 days of issue and **we** will cancel the service contract.

Please note, only **you** or **your authorised representative** should write to cancel. The cancellation period provided within **your** service contract is inclusive of the statutory 14 day period which begins on the **commencement date** or 14 days from the date **you** receive **your** service contract documentation, whichever is later.

Where **your** service contract is cancelled within the cancellation period and **you** have not made a claim, **you** will receive a refund of any fee **you** have paid to **us** and **your** service contract will be cancelled immediately.

Where **your** service contract is cancelled, either within or after the cancellation period, and **you** have made a claim, **your** service contract will be cancelled immediately and **your** fee will not be refunded.

The maximum cancellation fee is £135 and is applied for each 12 month period from **your** commencement date. This is for anyone that has made a claim or has had a service from **us** in any period.

Where **your** service contract is cancelled after the cancellation period and **you** have not made a claim, **your** service contract will be cancelled and **you** will be entitled to a refund of any fee already paid to **us** for the remaining period after **your** service contract has ended. For the avoidance of doubt, the service contract will be cancelled from the date that a **monthly fee** would have been due to the end of the period to which that payment relates. **You** will continue to benefit from cover until the date **your** service contract is cancelled.

In any event **you** will need to pay for any non-protected services that **you** have received.

We may cancel the service contract at any time by sending 14 days' notice to **you** at **your** last known address.



OUR RIGHT TO CHANGE THE COVER OR PRICE

You will receive at least two months written notice if **we** decide or need to change **your** service contract cover or the price of **your** service contract for any of the following reasons:

1. To make minor changes to **your** service contract wording that do not affect the nature of the cover and benefit provided, such as changes to make the service contract easier to understand;
2. To reflect changes in the law, in regulation (including any decision of a regulatory body), or to any code of practice or industry guidance affecting **us** or **your** service contract;
3. To reflect changes to taxation applicable to **your** service contract (including but not limited to Value Added Tax);
4. To reflect increases or reductions in the cost (or projected cost) of providing **your** cover, including but not limited to cost increases or reductions caused by changes to the number and cost or timing of claims which **we** as part of **our** pricing service contract have assumed or projected will be made under this home protection product;
5. To cover the cost of any changes to the cover / benefits provided under this home protection service, including but not limited to the removal of one or more service contract exclusion(s);
6. To cover the cost of changes to the systems, services or technology in support of this home protection service.

We may make changes immediately and advise you within 30 days of the change having been made if the change is favourable to you.

YOUR CONTRACT

1. Home Services Assistance Limited will arrange and administer **your** service contract. If **you** need to contact Home Services Assistance Limited regarding **your** contract, please phone the customer services number or write to the registered address.
2. Home Services Assistance Limited will collect the fee in accordance with **your** instructions. Any monies relating to the services that are held by **us** (including fees collected by **us**, fees to be refunded to **you** and claims monies) shall be held by **us**.
3. Home Services Assistance Limited can amend these terms and conditions for legal or regulatory reasons as well as to benefit the group as a whole. Where this change benefits **you**, **we** will make the change immediately and notify **you** within 28 days. In all other cases **we** will write to advise **you** of the change at least 28 days prior to any change taking effect. If the changes do not benefit **you** and **you** wish to cancel **your** service contract, **you** may do so and **we** will follow the procedure as outlined under the section labelled 'How to Cancel Your Service agreement'.
4. Home Services Assistance will write to **you**, if in the future it enters into an agreement with a new underwriter(s) for all or part of **your** service contract, to confirm the details of the new underwriter and give **you** details of any changes to the terms and conditions of **your** service contract. **You** hereby authorise Home Services Assistance Limited to transfer any personal data to a new underwriter, including data defined as 'sensitive personal data' under the Data Protection Act 1998, and consent to the new underwriter being able to offer continuation of the service contract to **you**. If at any time **you** wish to withdraw **your** agreement to this, please let Home Services Assistance Limited know by writing to the registered address.
5. Home Services Assistance will write to **you**, if in the future it transfers in full or in part the arranging and administration of **your** service contract to another arranger and/or administrator to confirm the details of the new provider and give **you** details of any changes to the terms and conditions of this service. **You** hereby authorise Home Services Assistance Limited to transfer data for the purposes set out above, including data defined as 'sensitive personal data' under the Data Protection Act 1998, and consent to the new arranger and/or administrator being able to offer continuation of service to **you**. If at any time **you** wish to withdraw **your** agreement to this, please let Home Services Assistance Limited know by writing to the registered address.



CUSTOMER SERVICE AND COMPLAINTS

The aim of Home Services Assistance Limited is to provide **you** with a first class service at all times.

However, **we** realise that things can sometimes go wrong and there may be occasions when **you** feel that **you** have not received the service **you** expected. When this happens **we** want to hear about it so **we** can put things right.

Only the named **service contract holder(s)** or an **authorised representative** should call or write to make a formal complaint.

It is **our** intention to give **you** the best possible service, but if **you** do have any questions or concerns about this service contract or the handling of a claim, **you** should follow the Complaints Procedure below:

SALE OF THE SERVICE AGREEMENT

If **your** complaint about the sale of **your** service contract cannot be resolved by the end of the next working day, **your** agent will pass it to:

Customer Relations Department

Please email any complaints to info@homeservicesassistance.co.uk

Home Services Assistance Limited
Unit 5
Shepcote Office Villange
Shepcote Lane
Sheffield
S9 1TG

CLAIMS

Home Services Assistance Limited
Unit 5
Shepcote Office Villange
Shepcote Lane
Sheffield
S9 1TG



The above complaints procedure is in addition to your statutory rights as a consumer. For further information about your statutory rights contact your local authority Trading Standards Service or Citizens Advice Bureau.

DATA PROTECTION ACT 1998

Please note that any information provided to us will be processed by us and our agents in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing service contract and handling claims, if any, which may necessitate providing such information to third parties. We may also send the information in confidence for process to other companies acting on their instructions including those located outside the European Economic Area.

ADDRESS WHERE GOODS AND SERVICES ARE TO BE SUPPLIED:

[Insert address of property]

PRICE & PAYMENT(S):

The Customer shall be obliged to make 12 monthly payments strictly in accordance with the dates and amounts specified on the Standing Order Mandate form appended hereto.

The Customer shall not cancel the Standing Order without giving prior notice in writing to the Company. Should the Customer fail to adhere to this condition, the Company shall be entitled to charge a one-off call out fee in the sum of £75.00, which shall be due and payable immediately by the Customer by either cheque or debit card.

ADDITIONAL/SPECIAL TERMS:

In the first year of the Agreement, the Customer shall not be entitled to request any repair within the first 4 weeks.

Where the Company has referred to a contribution of up to £500 towards a new boiler, the Customer will only be eligible to receive this offer if the boiler is supplied and fitted by the Company.

The Company has not included for removing any dangerous waste materials, such as asbestos. If required, the Customer shall call a specialist contractor to remove these dangerous materials or alternatively the Company may be able to arrange for them to be removed at an extra cost. When asbestos is removed, the Customer will need to produce a 'site clearance for reoccupation' certificate, which can be obtained from the asbestos removal company, before the Company can continue to work at your property.

We indicate by our signatures that we accept the Terms and Conditions of this Order Confirmation and the Standard Terms and Conditions appended hereto.



Signed by : 

Name: **K Gallagher**

Title: Managing Director

Date: 01/01/2015

For and on behalf of
Home Services Assistance Limited

Signed by

Name:

Title:

Date:

For and on behalf of
[NAME OF CUSTOMER]