WarmaHome.com®

Keeping Families Warm Since 2008

CARE CLUB
MEMBERSHIP & PRICES

WARMAHOME CARE CLUB

Membership for your boiler, heating and home

MEMBERSHIP FROM
£12.00
a month



- Gas Safe registered
- 1,250+ positive online reviews
- Worcester Bosch Accredited
- Family-run since 2008

CALL US
01582 932324

> Your boiler is the beating heart of your family home, and we put your safety and comfort at the forefront of everything that we do.

Wayne Bettess
Owner and Gas Engineer



WELCOME TO THE FAMILY

One small monthly payment. No more boiler worries.

We started the WarmaHome Care Club so you never have to worry about your boiler. Membership is one small monthly payment that keeps it serviced, safe and running well, and helps us, a local family business, give you a fast and hassle-free service every time you need us.

1,250+
positive online reviews

2008
keeping local families warm since

Gas Safe
registered engineers

INSIDE THIS BROCHURE

Why join	3	Your annual service	4
Compare the plans	5	The four plans	6
What we look after	10	How to join	11
Customer reviews	12	Before you join	13
Terms and conditions	14	Cancellation form	22
Contact us	23		

WHY JOIN THE CARE CLUB

Six reasons to join

Join the family. We offer our customers a personal service that you just won't get anywhere else.



Never miss a service

We get in touch when your annual service is due, so you never have to remember.



Safety certificate, every year

Every plan includes a gas safety check and certificate for your records.



Priority booking

When something goes wrong, members get priority booking for the next available appointment.



Spread the cost

A small Direct Debit each month instead of one big bill.



Priority repair visits

From Boiler Care+, members get unlimited call-outs, with repair labour and parts included where a repair is possible.



Save 5% to 20%

Money off any future work we do for you.



No hidden charges.

No minimum contract and no cancellation fee, so you can cancel at any time.

INCLUDED IN EVERY PLAN

Every plan starts with a full annual service

Once a year, one of our Gas Safe registered engineers will visit and do all of this:

6

CHECKS EVERY YEAR



Full boiler service

A thorough check and clean of your boiler, inside and out.



Gas safety certificate

A written record that your boiler has been checked and is safe.



Flue gas analysis

We test the gases your boiler gives off to make sure it is burning safely and efficiently.



Heating filter cleaned

We clear out the sludge and debris your filter has caught.



Balance of radiators

We set your radiators so every room heats up evenly.



Heating health check

A once-over of your whole heating system to spot problems early.



Plus priority response on every plan

Priority booking for the next available appointment when something goes wrong. No guaranteed response time.

COMPARE THE PLANS

Four plans. One annual service.

All four plans include your full annual service. The higher the plan, the more member benefits you get when something goes wrong.

	Boiler Care £12.00 a month	MOST POPULAR Boiler Care+ £24.00 a month	Ultimate Heating Care £32.00 a month	Ultimate Home Care £39.50 a month
EVERY PLAN				
Full annual service The six checks on page 4	✓	✓	✓	✓
Gas safety certificate	✓	✓	✓	✓
Priority response	✓	✓	✓	✓
WHEN SOMETHING GOES WRONG				
Call-outs Boiler Care: diagnosis and up to 1 hour labour	1 a year	Unlimited	Unlimited	Unlimited
Discount on future work	5%	10%	20%	20%
PARTS AND LABOUR INCLUDED				
Boiler and controls	×	✓	✓	✓
Central heating	×	×	✓	✓
Plumbing system From the stopcock in. You supply taps and showers	×	×	×	✓

Prices are per month, by Direct Debit. Priority response means priority booking for the next available appointment. The stopcock and water supply pipe are not included. Care Club plans are memberships with benefits, not insurance. See the terms and conditions.

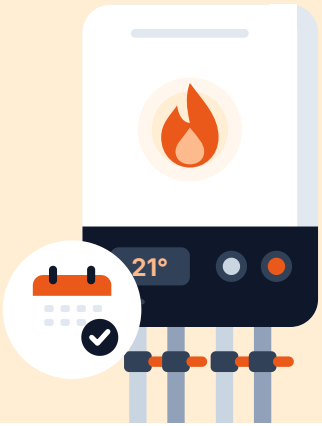


Having a new Worcester Bosch boiler fitted by us? Ask us about our 12 for 12 Boiler Care plan.

PLAN 1 OF 4

Boiler Care

Your yearly boiler service and safety check, sorted.



£12.00 a month

MEMBER BENEFITS

BEST FOR Newer boilers that just need their yearly service and safety check, at the lowest monthly cost.

Full annual service (6 checks)	✓
Gas safety certificate	✓
Priority response (priority booking)	✓
Call-outs (diagnosis and up to 1 hour labour)	1 a year
Discount on future work	5%
Boiler and controls parts and labour	×
Central heating parts and labour	×
Plumbing repairs (you supply taps and showers, we fit them)	×

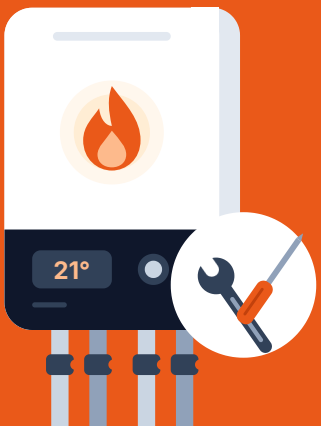
Good to know. Your call-out includes diagnosis and up to 1 hour of labour. Extra call-outs are charged at our standard rate; an unused call-out does not roll over. Parts and repairs are quoted first, with 5% off. Exclusions apply, see the terms and conditions.

Want more benefits? Boiler Care+, page 7 →

PLAN 2 OF 4 MOST POPULAR

Boiler Care+

Unlimited breakdown call-outs, with repair labour and parts included.



£24.00 a month

MEMBER BENEFITS

BEST FOR Most homes. Your yearly service plus unlimited call-outs, with boiler parts and labour included.

Full annual service (6 checks)	✓
Gas safety certificate	✓
Priority response (priority booking)	✓
Call-outs	**Unlimited**
Discount on future work	**10%**
Boiler and controls parts and labour	✓
Central heating parts and labour	×
Plumbing repairs (you supply taps and showers, we fit them)	×

Good to know. If your boiler or its controls break down, call us as often as you need. Parts and labour to repair them are included, where a repair is possible. Exclusions apply, see the terms and conditions.

Want more benefits? Ultimate Heating Care, page 8 →

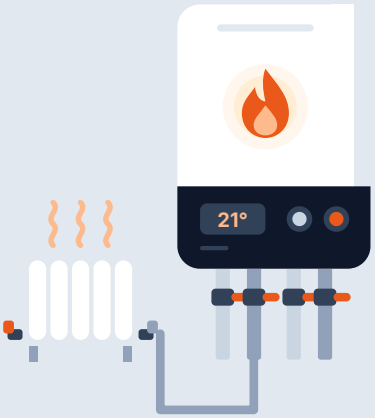
PLAN 3 OF 4

Ultimate Heating Care

Member benefits for your boiler and whole central heating system.

£32.00 a month

MEMBER BENEFITS



BEST FOR Homes that want the boiler and the whole central heating system included, radiators and pipework too.

Full annual service (6 checks)	✓
Gas safety certificate	✓
Priority response (priority booking)	✓
Call-outs	**Unlimited**
Discount on future work	**20%**
Boiler and controls parts and labour	✓
Central heating parts and labour	✓
Plumbing repairs (you supply taps and showers, we fit them)	✗

Good to know. As well as your boiler, we will repair or replace radiators, radiator valves, central heating pipework, the header tank and gas pipework. Exclusions apply, see the terms and conditions.

Want more benefits? Ultimate Home Care, page 9 →

PLAN 4 OF 4

Ultimate Home Care

Boiler, heating and plumbing. All under one plan.



£39.50 a month

MEMBER BENEFITS

BEST FOR Our most complete membership. Boiler, central heating and plumbing system all included in one plan.

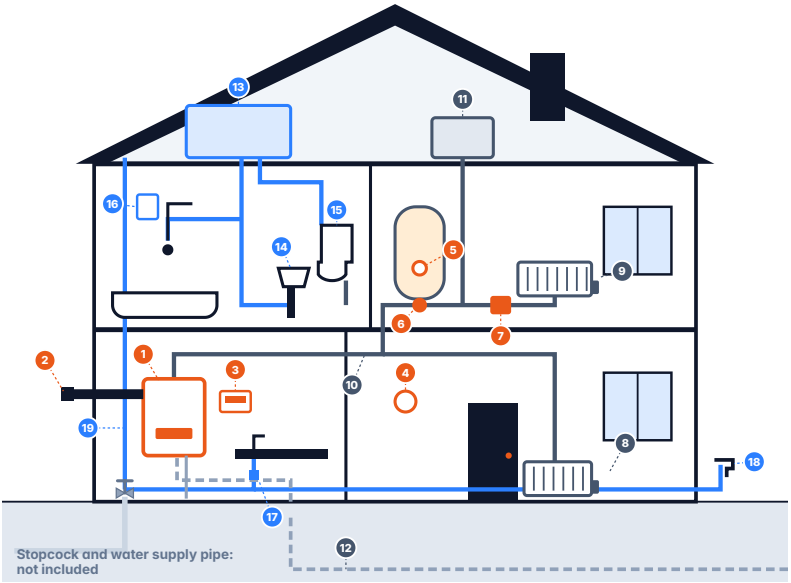
Full annual service (6 checks)	✓
Gas safety certificate	✓
Priority response (priority booking)	✓
Call-outs	**Unlimited**
Discount on future work	**20%**
Boiler and controls parts and labour	✓
Central heating parts and labour	✓
Plumbing repairs (you supply taps and showers, we fit them)	✓

Good to know. Plumbing repairs are included too, from the stopcock in. Where a tap or shower needs replacing, you supply it and we fit it. The stopcock and water supply pipe are not included. See page 10. Exclusions apply, see the terms and conditions.

Not sure? Call 01582 932324 →

WHAT WE LOOK AFTER

From the boiler to the bathroom tap



Boiler and controls

Parts and labour from Boiler Care+

1. Boiler
2. Flue
3. Programmer and timer
4. Room thermostat
5. Cylinder thermostat
6. Motorised zone valve
7. Central heating pump

Central heating

Parts and labour from Ultimate Heating Care

8. Radiators
9. Radiator valves and TRVs
10. Heating pipework
11. Expansion (header) tank
12. Gas pipework

Plumbing

Ultimate Home Care, from the stopcock in. * You supply taps and showers, we fit them

13. Cold water tank
14. Sink and bath taps*
15. Toilet ball valve, siphon and blockages
16. Shower or shower unit* and shower pump
17. Isolation valves
18. Garden tap*
19. Water pipework from the stopcock in

Every plan includes your boiler service. The colours show which plan includes each area. We do not supply taps or showers: you supply them and we fit them. The stopcock and the water supply pipe into your home are not included in any plan. Diagram is for illustration only. Drains and home electrics are not included in any plan. See the terms and conditions for full details and exclusions.

HOW TO JOIN

Join in three simple steps

1 Choose your plan

Scan the QR code on page 23, visit warmahome.com/membership, or call us on 01582 932324 and we will help you pick.



2 Set up your Direct Debit

Sign up online in a few minutes. Your monthly payment spreads the cost over the year.



3 We confirm and book you in

Your membership starts once we confirm in writing. After your 14-day cooling-off period, we will contact you to arrange your annual service.



CAN I JOIN?

- You have one domestic condensing gas boiler (up to 70kW), under 15 years old
- You own the home, live in it and are 18 or over
- Your home has 5 bedrooms or fewer
- You live in our area

For boiler and heating repairs to be included, your boiler must also be safe and in good working order. **Landlord? Ask us about landlord plans.**

GOOD TO KNOW

- **No minimum contract** and no cancellation fee.
- **14-day cooling-off.** Cancel in the first 14 days for a full refund. We make no visits until the 14 days have ended.
- **Moving house?** Let us know. We may be able to move your plan with you.
- **Something wrong?** Call 01582 932324. Members get priority booking.

More on page 13.

1,250+

positive online reviews from local families

★★★★★

"I signed up for their Boiler Care+ plan and it's given me complete peace of mind.

David · Trustpilot

"...The annual service was thorough, the engineer was polite and explained everything clearly. Fantastic local business."

"Very thorough annual service. The engineer checked everything properly ... not just a tick-box exercise. Great value and great service.

Peter · Annual boiler service

"Exceptional service from start to finish. Our boiler broke down in the middle of winter, and the team at WarmaHome had a new one installed the very next day.

Sarah · Checkatrade

Quotes taken from reviews published on warmahome.com.

BEFORE YOU JOIN

Good to know before you join

The key conditions of membership in plain English. Full terms from page 14.

14-day cooling-off

Cancel within 14 days of your membership starting for a full refund. We make no visits, services or call-outs until the 14 days have ended.

Terms: Section 2, 5c and 2c

Faults before you join

Faults that already exist when you join, or that appear in your first 14 days, are not included. If your first service shows your boiler or system was not safe and in good working order, we will quote to put it right. If you decide not to go ahead, your membership ends and the visit is charged (less what you have paid).

Terms: Section 2, 3a and 3b

Sludge and hard water

Breakdowns or damage caused by sludge build-up, hard water scale or an aggressive water supply are not included, and nor is de-scaling.

Terms: Section 2, 2i (ix)

Empty for 4 weeks or more

Damage that happens while your home is unoccupied for four weeks or more is not included.

Terms: Section 2, 2i (xiv)

Selling your home

Your membership ends on the day you sell, and fees already paid are not refunded. Moving? Tell us, as we may be able to move your membership with you.

Terms: Section 2, 1f

Missed Direct Debits

If a monthly payment is missed, your membership will be cancelled.

Terms: Section 2, 3f

Price and benefit changes

After your first 12 months we can change the price or benefits with at least 30 days' written notice. If you do not accept the change, you can cancel free of charge before it starts.

Terms: Section 2, 2d and 5d

Rolling monthly, cancel any time

Membership rolls on month to month until cancelled. No minimum contract and no cancellation fee. Outside the cooling-off there are no refunds. Leave within 12 months after using your benefits and we may charge the standard price of that work, less the fees you have paid.

Terms: Section 2, 5a and 5b

Visits and priority response

Visits are 9am to 5pm, Monday to Friday, excluding bank holidays. Priority response means priority booking for the next available appointment. It is not a guaranteed response time.

Terms: Section 1d; Section 2, 2i (v)

THE SMALL PRINT, IN FULL

Terms and conditions

These Terms and Conditions are a legal document that will bind us both.

About these Terms and Conditions:

- Section 1 sets out the definitions used throughout these Terms and Conditions.
- Section 2 relates to membership Plans.
- Section 3 applies generally.

Section 1 - Definitions

a. 'Call-Out Fees' means the per incident fees payable in respect of any callouts which are not expressly included in your Plan description. These fees are payable in addition to the monthly fee for the Plan(s) shown in the documentation.

b. 'Fees' means the fees payable to us by you for the provision of the membership Plans (including Call-Out Fees) or under a Quote.

c. 'Plan(s)' means the WarmaHome Care Club membership plan(s) described in the documents, which you have made a successful application to become a member of, we have confirmed to you in writing has commenced, and which has not been terminated.

d. 'Priority Response' means that, when you report a fault, we will give you priority booking for the next available appointment. It does not mean a guaranteed response time or attendance time.

e. 'Quote' means any quote which we issue to you and you accept, for products and services outside of those included in a Plan, as well as any changes to that Quote which we and you agree or confirm in writing or by email.

f. 'Us', 'we' and 'our' refers to WB Gas Ltd, company number 12301672, registered office The Incuba, Brewers Hill Road, Dunstable, England, LU6 1AA, trading as WarmaHome.

g. 'Works' means any installation, repair or servicing works carried out by us further to a Quote.

h. 'You' and 'your' refers to you, the person whose application to join one or more of the Plan(s) has been accepted by us.

Section 2 – Conditions applicable to Membership Plans

1) Membership Plan Eligibility

a. You can only apply for a Plan if:

i) you have one domestic (up to 70Kw) condensing gas central heating boiler.

ii) you live in the area we serve (please contact us for details).

iii) you are aged 18 or over, and you own the property in respect of which you require the Plan and live in it as your home (owner-occupier).

iv) the property in question has 5 or fewer bedrooms.

v) your boiler is less than 15 years old when you apply (see paragraph 3e below).

b. Additionally, you can apply for a Plan which includes boiler or system care only if

i) your domestic (up to 70Kw) condensing gas central heating boiler has a circular flue and doesn't need to be removed from the wall to be repaired.

ii) your boiler and heating system are safe and in good working order (see paragraph 3b below).

c. At our discretion, we can provide a bespoke quote for your Plan(s) if your property has more than 5 bedrooms. We reserve the right to quote a higher price than the Fees shown in the Membership Plan document in such cases, and in any other situation where the heating system in your property

will make it more difficult or expensive for us to service and/or maintain your products.

d. We reserve the right to refuse any application for a Plan without giving a reason. Your Plan(s) will only commence, and a binding contract will only be created between us, once we confirm in writing to you that you have been accepted onto the Plan. If we are unable to accept your application then, unless we have already carried out a service of any of your products, we will refund any payments made by you in respect of the Plan.

e. Any Plan is specific to the boiler installed in the property at the commencement of the Plan. If your boiler is changed during a Plan (other than by us) you must immediately inform us and we may, at our sole discretion, either amend or cancel the Plan.

f. Our Plan(s) are designed for owner-occupied properties only and will automatically terminate on the date you sell your property. In this case, both your and our obligations under the Plan(s) will cease and you will not be entitled to a refund of any of the Fees you have already paid. IF YOU ARE IN THE PROCESS OF MOVING HOUSE PLEASE CONTACT US TO LET US KNOW AS WE MAY BE ABLE TO TRANSFER YOUR PLAN TO YOUR NEW HOUSE.

2) Inclusions and Exclusions

a. A list of what is included in each Plan is set out in the Plan descriptions.

b. The Plan enables you to spread the cost of servicing your boiler and controls over a 12 month period. If you cancel your Plan prior to your next service we will not refund you any monies that you have paid up to that point. Please see paragraph 5 below for more details.

c. Each year we will contact you when the annual service is due to arrange to visit your property and perform an annual service on your boiler and controls, to ensure that it is working efficiently. We will not carry out any visit, service or call-out under your Plan until your 14-day cooling-off period has ended (see paragraph 5c below). In the event that you do not hear anything within this time period, you can also arrange it by calling us. Please note, it is your responsibility to arrange for your boiler and controls to be serviced and we will not be liable to you for any refunds if you fail to do so. The annual service will be carried out to statutory requirements and, where available, in accordance with the manufacturer's recommendations. Subsequent annual services will be carried out on or around the anniversary of the preceding annual service.

d. At any time after the first 12 months of your Plan, we reserve the right to alter the price and/or inclusions/exclusions of your Plan by giving you at least 30 days' written notice. If you do not accept the change, you may cancel your Plan free of charge before the change takes effect (see paragraph 5d below).

e. Where your Plan includes boiler care we will also repair your boiler, boiler parts or heating controls, where we are able to do so and where these are not beyond economic repair. Parts and labour are both included: we will supply any available boiler parts and heating controls required and fit them within the cost of your Plan.

f. Where your Plan is Boiler Care, one call-out in each 12 months of your Plan is included. The included call-out is for diagnosis of the fault and up to 1 hour of labour. Parts, and any labour beyond 1 hour, are not included and we will provide a Quote for them (see paragraph 2l below). Further call-outs in the same 12 months are charged at our standard Call-Out Fee. An unused call-out does not carry over to the next 12 months.

g. Where your plan includes heating system care we will also repair or replace (at our sole discretion) radiators, radiator valves, central heating pipework, header tank and gas pipework (subject to the exclusions described below).

h. Where your Plan includes plumbing system care we will also repair the plumbing inside your property from the stopcock onwards,

including internal water pipework, where we are able to do so. Where a tap or shower (including a shower unit) needs replacing, you supply the replacement and we fit it as part of your Plan. We do not supply taps or showers under any Plan. Any replacement you supply must meet the requirements set out in Section 3, paragraph 1c. The stopcock itself, and everything outside it, including the water supply pipe, are not included in any Plan.

i. In addition to any exclusions contained within the description of each Plan, the following exclusions apply to all Plans:

i) any repairs and replacement parts required, unless expressly included in your Plan description;

ii) removal of products of corrosion from within the system; and/or the clearing or repairing of filters or the addition of chemicals or inhibitor, unless expressly included in your Plan description;

iii) any adjustment of time and temperature controls, bleeding radiators or pressurising sealed systems and relighting pilot lights;

iv) data loss or corruption, installing, modifying and upgrading software, the resolution of any software interface problems;

v) visits outside of normal working hours, being 9am to 5pm Monday to Friday, excluding bank holidays.

vi) the fabric of your property, including any pipework or flues encased or buried in it; anything for which you are not legally responsible, such as pipes, cables and drains located outside your property's boundary; your domestic water supply, including the stopcock and the water supply pipe that brings water into your property (wherever it runs); and any pipework or items not expressly included in a Plan description or in paragraph 2h above which are connected to the domestic hot and cold water services, including taps and washers.

vii) heating appliances including heaters, radiators and cylinders (unless expressly included in your Plan description), thermal stores, underfloor heating systems and/or specialist heating.

viii) accidental damage; repairs or modifications, where not approved by either us or the heating equipment manufacturer; and intentional or unintentional misuse of or damage to your products or services; including damage or faults caused by a third party, other than one of our employees or approved sub-contractors.

ix) any work, including de-scaling, that may arise due to hard water scale deposits or aggressive water supply; and any breakdowns or damage to the boiler or its parts caused by sludge build-up within the system.

x) for items with screens: repairs due to pixel failure where the number or location of pixels does not exceed the manufacturer's acceptable limit, marks on the screen, or burned screens.

xi) damage or faults that any insurance you hold, or a manufacturer's guarantee, would pay for or put right.

xii) damage or faults caused by snow, ice or frost and other extreme weather events and conditions, such as lightning, flood, earthquake or hurricane; or caused by fire, explosion, subsidence, structural repairs; or due to any problem with the supply of broadband; or due to the failure of the water, gas or electricity supply.

xiii) any inadequacy arising from the original design or installation of your boiler and/or heating system (unless installed by us); replacement, recall or modification of the heating equipment (or any part) by a supplier or the manufacturer; modifying or making heating equipment comply with legislation or making it safely accessible; and any consequential damage or loss occurring as a result of

a defect in the boiler or central heating system unless attributable to our negligence. If attributable to our negligence, notification must be given in writing with full details within fourteen days of the incident.

xiv) damage caused whilst your property was unoccupied for four weeks or more.

xv) the cost of any replacement parts, flues, filters, decorative parts, accessories or consumables required under a Plan, unless expressly included in the Plan description.

xvi) noise issues only (as boilers become older, for various reasons they may become noisy. Where age is the sole reason for noise we do not consider this a fault and its investigation/ remedy would be chargeable Works.)

j. The Plans we offer are membership plans, which enable you to spread payment for the annual service of your boiler, and (in the case of the boiler and heating system care options) for the costs of the labour and parts which are expressly included within your Plan description and which may reasonably be expected to arise in each year. Membership gives you the benefits set out in your Plan description; it is not insurance.

k. Repairs to your boiler are excluded under any Plan where the boiler is deemed, in our sole discretion, to be Beyond Economic Repair (BER). Your boiler will be BER if the heat exchanger fails or if the value of the boiler or programmer is less than the cost of the parts to repair it. The table below illustrates the BER value of a boiler according to its age. Boilers older than 12 years use the same value as year 12:

Age (in years)	Nominal Boiler Value	Value after depreciation per annum @18%
1	£1000	£820
2	£820	£672
3	£672	£551
4	£551	£452
5	£452	£371
6	£371	£304
7	£304	£249
8	£249	£204
9	£204	£167
10	£167	£137
11	£137	£112
12	£112	£92
Over 12	£112	£92

l. If you need work or repairs carrying out that are not included in your Plan(s), we will provide a Quote for parts and labour. There is no obligation to ask us to proceed but if you do, all charges will have to be paid in accordance with the terms of the Quote, and separately and in addition to any charges you pay for your Plan.

m. While your Plan is active, you will receive a member discount on the price in any Quote for work that is not included in your Plan: 5% with Boiler Care, 10% with Boiler Care+, and 20% with Ultimate Heating Care or Ultimate Home Care.

3) Limitations

a. Investigation/remedy of any faults that arise with your boiler during the first 14 days of any relevant Plan, or pre-existing faults or conditions, will not be included within your Plan (and will be chargeable Works) unless we installed the product/s and have maintained them ever since.

b. In the case of a Plan including boiler or system care, when we carry out your first boiler service and inspection of your boiler and system, if it transpires that your boiler and/or system were not safe and in good working order at the time of your

application then we will give you a quote for the additional work required to bring your boiler and/or system up to the required standard. You are under no obligation to have the work undertaken, but if you decide not to go ahead with the work we will cancel your Plan and you will be invoiced for the cost of our visit and for any work carried out (less any payments received in respect of the Plan).

c. Despite regular servicing, products sometimes fail, and this can damage other items in your property. We cannot repair or replace these items within the cost of your Plan(s) unless the products included in your Plan(s) failed because we did not service or maintain them properly.

d. Where parts require replacement we cannot guarantee the availability of the exact same part and, at our sole discretion, may supply and fit replacement items which may not be the same, but will have the same functionality.

e. We do not accept new members for boilers aged 15 years or more (see paragraph 1a above). If you are already a member, your Plan continues as your boiler gets older, and repairs remain subject to the Beyond Economic Repair rules and table in paragraph 2k above. We do not provide Plan(s) for mobile or park homes, whether owned or rented.

f. If a monthly payment of your Plan Fees is missed, your Plan will be cancelled.

g. We may terminate your Plan(s) at any time, without liability, by giving you notice in writing, if you threaten or abuse, or allow any other person to threaten or abuse, any of our staff or sub-contractors in any way – either verbally or physically – or behave in any other unreasonable manner towards our team. We will not refund you any monies that you have paid in respect of your Plan up to that point.

4) Call-Out Fees

a. Call-Out Fees are 'per incident'. Accordingly, if we need (or you ask us to carry out) Works which are unrelated to those we were called out to deal with, we reserve the right to charge a second Call-Out Fee. We may also have to schedule a repeat visit to deal with the unrelated Works if they are not urgent.

b. If we are unable to gain access to the relevant part of your property at the time we have previously agreed with you, or if we reasonably consider that it would be unsafe for us to do so, any Call-Out Fee for that visit will still be payable and we will be entitled to charge a second Call-Out Fee for any re-arranged visit.

5) Termination

a. Your Plan continues on a rolling monthly basis until it is cancelled by you or by us. If you cancel your Plan no refunds will be payable by us, except where cancellations are made under paragraph 5c below. You are free to cancel at any time as there is no minimum contract period and no cancellation fee. To cancel, please either email us at info@warmahome.com or write to us at our registered office (The Incuba, Brewers Hill Road, Dunstable, England, LU6 1AA). A cancellation form can be found at the end of this document.

b. If you cancel your Plan within 12 months of it starting, and we have provided any services, repairs or call-outs under it, we may charge you the standard price of the work we have done, less the membership Fees you have paid. If the Fees you have paid are equal to or more than that price, nothing more is payable. This paragraph does not apply if you cancel within the 14-day cooling-off period (see paragraph 5c below), as no visits take place during that period. If you cancel your Plan prior to your next service then we will not provide the service under the Plan and any work that you subsequently ask us to do, including any servicing, will be considered as extra Works for which we will prepare a Quote.

c. You have a 14-day cooling-off period, which starts on the day we confirm in writing that your Plan has commenced. You may cancel your Plan at any time during

the cooling-off period and we will refund in full all sums paid by you under that Plan. We will not carry out any visit, service or call-out under your Plan until the cooling-off period has ended.

d. We will give you at least 30 days' written notice of any change to your Plan(s), including your Plan Fees or member benefits. If you do not accept the change, you may cancel your Plan free of charge at any time before the change takes effect.

Section 3 – Conditions that apply generally

1) Quotes and Payment

a. Where we have unproductive days or carry out additional work because:

i) the provision of Works is delayed or changed at your request; or

ii) you do not comply with one or more of your obligations under these terms and conditions, then we will discuss with you the impact of these changes upon the Quote, and any previously agreed timescales. If we are unable to reach agreement with you upon these changes within 7 days, however, then we will cease work and charge you the Fees for the work that we have actually carried out. Once we have received payment of those adjusted Fees, our obligations in respect of the Works will then be regarded as discharged.

b. The Fees for Works are due and payable within 7 days from the date of each invoice, which shall be delivered in accordance with the Quote, or (where appropriate) within 21 days of a failure to reach agreement in relation to any additional works.

c. Where you are supplying products, fittings or other materials for our use in carrying out Works, or for us to fit under your Plan (see Section 2, paragraph 2h), then:

i) they must comply with all relevant British Standards;

ii) they must be suitable for the environment (e.g. where water vapour will be present) and appropriate to the physical constraints relevant to the installation (e.g. size and weight in relation to the load-bearing structures); and

iii) you must make sure that they are available and ready to use when required.

2) Carrying Out Works

a. A contract for us to carry out the Works only comes into force when you have paid any deposit referred to in the Quote.

b. You must ensure that, from the date we have agreed to begin the Works until they have been completed, we have unimpeded, safe access to the site where we are to carry out the Works at all appropriate times.

c. If we need to access pipes or wires behind built-in units or appliances, we might ask you to arrange for these to be removed before we start work and replaced when we finish. This removal and replacement will be at your own cost and risk.

d. If we need to access pipes or wires buried inside a wall, we will make all reasonable efforts to limit mess, and we will make the surface good afterwards to a flat plaster finish.

e. If we need to access pipes or wires which are under a floor, we will re-lay any disturbed floorboards but we will not arrange or pay for the re-laying of your carpets or other floor-coverings, or for replacing them if we cannot lift them without damaging them.

3) Stopping (Temporarily or Permanently) the Works

a. We will be entitled to cease Works immediately if we discover asbestos, infestation or any other health or safety risk at your property and will not be obliged to re-commence the Works until we are reasonably satisfied that it is safe for us to do so.

b. Where Works require us to disconnect the power supply to some or part of your property for a period of time, we will try to give you notice of the disconnection. It will then be your responsibility to ensure that all computer and other sensitive equipment is properly shut down prior to the disconnection, to avoid any damage or loss of data. We will not be responsible for any losses incurred as a result of a planned disconnection where we have made reasonable endeavours to give you notice.

c. When we carry out any Works, we may recommend that additional work is carried out to improve the performance of your systems, reduce the risk of future malfunctions or ensure continued compliance with current safety regulations. These additional works are not compulsory. However, the safety regulations applying to the use of gas appliances do change quite regularly and we are obliged to implement them. Accordingly, if you choose not to follow our recommendations and we reasonably believe that any of your products are unsafe, we may be required to disconnect them (with your approval), or notify the National Grid, for your own safety.

d. If there is any delay in payment of the Fees, we will be entitled to withhold providing any remaining Works (without penalty) until such time as payment is made.

e. We may terminate all Works at any time, without liability, by giving you notice in writing, if you threaten or abuse, or allow any other person to threaten or abuse, any of our staff or sub-contractors in any way – either verbally or physically – or behave in any other unreasonable manner towards our team.

f. If you are a consumer (i.e. not a landlord), you have the right to cancel Works under a Quote within 14 days of accepting the Quote without giving any reason. To exercise the right to cancel please either email us or write to us at the address set out in your Plan or Quote documents. A cancellation form can be found at the end of this document.

g. If you require us to commence any Works within 14 days of accepting a Quote then we will require you to complete and sign a waiver that confirms your acknowledgement and acceptance that you are waiving your right to cancel within 14 days.

h. If you wish to complain or you are unhappy with the service provided, please contact our customer services team.

4) Data Protection

a. We will collect the following information about you and your product/s:

i) your name, contact details, and the address of your property.

ii) payment information provided by you in connection with payment of Fees.

iii) details of your Plans and Quotes, details of payments to and from you, and details of visits made and Works planned or completed.

iv) any problems you report.

b. We use this information to:

i) provide you with the product/s and/or services as detailed in your Plan(s) and in any Quote(s), and to take payment of Fees.

ii) administer and improve our business.

iii) let you know about any ways in which we can improve the service you receive from us.

iv) tell you about any offers, products or services which may be of interest to you. We may contact you by post, telephone, email and/or other electronic messaging services. To change your marketing preference let us know by emailing or writing to us.

c. By applying for a Plan you agree that we may use your data in the manner described above.

d. All use of your data will be in accordance with the most recent data protection legislation and we will not use your data in any other manner or for any other purpose than as described above.

e. You have the right to ask us for a copy of the personal information we hold about you; to update or correct your personal information to keep it accurate; to object to us processing your personal information – in which case we will either agree to stop processing or explain why we're unable to; and, where we rely on your consent, withdraw that consent at any time.

5) Risk and Limitations on Liability

a. You bear the risk in any materials delivered to you in relation to the provision of the Works and so you are advised to take appropriate precautions to prevent any loss or damage of them. However, we will retain ownership of those materials until all payments due to us in respect of them have been paid in full.

b. We will not be liable for any consequential or indirect losses you suffer. This includes necessary damage caused to decorations during Works, as well as any loss or damage you suffer (for example due to water leaks) resulting from any fault in your system or products that we have not caused.

c. Further, (to the extent permitted by English law, and not beyond,) our total liability to you for negligence or breach of contract is limited to a sum equivalent to the Fees.

d. We do not provide insurance and the Plans are not contracts of insurance. They are membership plans: you pay a monthly membership fee and in return receive the member benefits set out in your Plan description, including periodic maintenance of products.

e. For the avoidance of doubt, this paragraph 5 is not intended to exclude or limit our liability for death or personal injury caused by our negligence and nothing in these Terms affects your statutory rights as a consumer.

6) General

a. These Terms and Conditions, together (as applicable) with the Plan(s) or the Quote, represent the entire agreement between you and us and replace any prior written or verbal agreements. Any amendments to the agreement must be agreed in writing by both you and us.

b. The Plan is a contract between us that is personal to you. You cannot transfer your rights under the Plan to anyone else without our consent. We can transfer our obligations under the plan to any third-party.

c. No waiver of any of our rights will be binding unless that waiver is given in writing. Neither will any waiver granted by us prevent the exercise of any other right(s) we may have against you for subsequent breach of the same or a different provision.

d. If any provision of these Terms and Conditions is legally incapable of being enforced, it will automatically be replaced by an alternative provision that achieves, so far as is practical, the objectives of the original provision.

e. These Terms and Conditions will be interpreted in accordance with English Law and disputes arising out of them will be non-exclusively subject to the jurisdiction of the English Courts. These Terms and Conditions are a legal document that will bind us both. We've tried to make them both clear and fair, but if there is anything you don't understand or are unsure about, please discuss it with us before applying for a Plan or requesting a Quote.

f. WarmaHome Care Club Plans are memberships with benefits and maintenance contracts. They are not insurance policies, and WB Gas Ltd (trading as WarmaHome) is therefore not regulated by the Financial Conduct Authority (FCA).

IF YOU NEED TO CANCEL

Cancellation form

To cancel, fill in this form and email it to **info@warmahome.com** or post it to our registered office (below). You are free to cancel at any time. Please read Section 2, part 5 (Termination) of the terms and conditions first.

Standard Cancellation Form Pro Forma

To: WB Gas Ltd, trading as WarmaHome. Company number 12301672. Registered office: The Incuba, Brewers Hill Road, Dunstable, England, LU6 1AA. Email: info@warmahome.com

I/We hereby give notice that I/we cancel my/our Plan/Quote for the following goods and/or for the supply of the following service.

DESCRIPTION OF ORDER

ORDERED ON / RECEIVED ON

NAME OF CUSTOMER/S

ADDRESS OF CUSTOMER/S

SIGNATURE OF CUSTOMER/S (ONLY REQUIRED IF NOTIFIED ON PAPER)

DATE

READY TO JOIN?

Become a member from £12 a month

No hidden charges. Every plan includes your annual service, Gas Safe certificate and priority response, all year round.

Scan to choose a plan

Point your phone camera at the code to see the plans and sign up online.

warmahome.com/membership

Scan me
warmahome.com/membership

Need us? Call us first

For a breakdown or repair, the quickest and easiest way to reach us is to call **01582 932324** and let us know. We may record calls to help improve our service to you.

CALL US
01582 932324

EMAIL
info@warmahome.com

WEBSITE
www.warmahome.com

FACEBOOK
facebook.com/warmahome

INSTAGRAM
instagram.com/warmahome

AREAS WE SERVE
Luton, Dunstable, Milton Keynes, Leighton Buzzard, St Albans and surrounding areas

WarmaHome.com®

Keeping Families Warm Since 2008

Speak to a local Gas Safe engineer today

01582 932324

info@warmahome.com · www.warmahome.com

facebook.com/warmahome · instagram.com/warmahome



Luton · Dunstable · Milton Keynes · Leighton Buzzard · St Albans

WarmaHome is a trading name of WB Gas Ltd, company number 12301672.
Registered office: The Incuba, Brewers Hill Road, Dunstable, England, LU6 1AA.
WarmaHome Care Club is a membership with benefits, not insurance.