WarmaHome Terms and Conditions

WarmaHome is a trading name of WB Gas Ltd, a company registered in England and Wales (company number 12301672). Registered office: The Incuba, Brewers Hill Road, Dunstable, England, LU6 1AA. Gas Safe Register number 640325. Phone 01582 932324. Email info@warmahome.com. Website warmahome.com.

These terms apply to all work we carry out for you, including boiler installations, boiler servicing, repairs and breakdown visits, landlord gas safety checks (CP12), heating and plumbing work, and system cleaning. Please read them before you accept a quote or book a visit. If anything is unclear, call us and we will explain it.

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1. Definitions

In these terms:

- **"We", "us", "our" and "WarmaHome"** mean WB Gas Ltd, trading as WarmaHome.
- **"You" and "your"** mean the person or business who books the work or accepts our quote.
- **"Consumer"** means an individual booking work for their own home, mainly outside any trade, business or profession.
- **"Business customer"** means anyone who is not a consumer. This includes landlords, letting and managing agents, and companies.
- **"Property"** means the address where we carry out the work.
- **"Quote"** means our written price for the work, sent by email, text, our booking system or on paper.
- **"Work"** means the services, parts and materials set out in your quote or booking, plus any extra work you agree in writing.
- **"Our standard rate"** means our labour and call-out charges in force on the day of the work. We will tell you what they are before you book.
- **"Prepayment"** means paying for a visit or job in advance, before we attend or start work.
- **"Working day"** means Monday to Friday, excluding bank holidays in England.

2. Who these terms apply to

a. We work on domestic residential properties only. We do not carry out work on commercial or industrial premises. Landlords and letting agents of domestic homes are welcome, and are treated as business customers under these terms.

b. Some parts of these terms apply only to consumers, and some only to business customers. Where that is the case, we say so.

c. If you are a business customer and you send us your own terms (for example on a purchase order), these terms apply instead unless we agree otherwise in writing.

d. We can decline any work. We decide which of our engineers attends each job.

3. Quotes and how a contract is made

a. Surveys and quotes for new boilers are free.

b. Our quotes are fixed prices for the work described. A quote stays valid for 30 days from the date we send it, unless it says otherwise.

c. A contract is made when you accept our quote in writing (including by email, text or online), pay a deposit, or book a visit with us. Verbal prices are a guide only. Only a written quote is binding.

d. If a quote contains an obvious error (for example a typing mistake in the price), we will tell you and give you a corrected quote. You do not have to accept it.

e. Your quote is based on what we could see and what you told us at the survey. Section 9 explains what happens if we find something that was hidden.

4. Prices

a. Fixed-price work will not go up unless:

- you ask us to do extra work or change the job;
- we find hidden problems that we could not reasonably have seen at the survey (see Section 9); or
- you supply wrong or incomplete information that affects the price.

b. In every case we will tell you first, explain why, and get your agreement before we do any extra work.

c. Repairs and breakdown visits are charged at our standard rate, plus parts, unless we give you a fixed price first.

d. Any offers or discounts apply only on the terms we give when we make the offer. Offers cannot be combined unless we agree.

5. Deposits and payment

a. **Servicing, repairs and breakdown visits (all customers).** Servicing, repairs, breakdown visits and landlord gas safety checks are paid for in advance by prepayment. We take payment when you book, before the visit. If further work or parts are needed on the day, we will tell you the price first, and you pay for that extra work before we carry it out.

b. **Landlords and letting agents.** Landlords and letting agents pay for all work in advance by prepayment, including installations, before the work starts.

c. **Installations for homeowners.** For any installation quoted at more than £500, we ask for a 50% deposit when you accept the quote. The deposit secures your installation date and lets us order your boiler and materials. The balance is due in full on the day the work is completed, and we will send you an invoice. Installations of £500 or less are paid in full in advance by prepayment, before the work starts.

d. **How to pay.** You can pay by bank transfer, card, cash, or by the pay-by-bank link we send from our job system.

e. **If payment is late.** If a prepayment, deposit or stage payment has not reached us, we may move your appointment or installation date, or pause the work, until it is paid. We are not responsible for any delay this causes.

f. **Refunds of prepayments.** If you cancel, any refund of a prepayment or deposit is worked out under Section 7 (consumers' 14-day right to cancel) or Section 8 (cancelling and rearranging visits).

6. Late payment

a. **Consumers.** If you do not pay on time, we will remind you in writing. If the invoice is still unpaid 14 days after the reminder, we may charge interest on the overdue amount at 4% a year above the Bank of

England base rate, from the due date until payment. We may also recover our reasonable costs of collecting the debt, including court costs.

b. **Business customers** (including landlords and agents). We may charge interest and fixed compensation under the Late Payment of Commercial Debts (Interest) Act 1998. Interest is 8% a year above the Bank of England base rate. Fixed compensation is £40 for debts under £1,000, £70 for debts of £1,000 to £9,999.99, and £100 for debts of £10,000 or more. We may also recover our reasonable costs of collecting the debt.

c. While an invoice is overdue, we may decline further work for you until it is paid, except where it is unsafe to do so.

7. Your right to cancel (consumers only)

a. **The 14-day cooling-off period.** If you are a consumer and you agreed the work in your home, by phone, by email or online, you have the right to cancel within 14 days without giving a reason. This comes from the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. The 14 days start the day after the contract is made.

b. **How to cancel.** Tell us clearly that you want to cancel, by email to info@warmahome.com, by phone on 01582 932324, or by post to our registered office. You can use the cancellation form at the end of these terms, but you do not have to.

c. **Refunds.** If you cancel in time, we will refund everything you have paid, including any prepayment or deposit, within 14 days of you telling us, less any amount you owe under paragraph d. We will refund you using the same method you used to pay, unless you agree otherwise.

d. **Starting work in the cooling-off period.** If you want us to start within the 14 days, you must ask us to, in writing. If you then cancel within the 14 days, you must pay a fair amount for the work we have done up to the time you tell us, plus the cost of any materials made or ordered specially for you that we cannot return or reuse. We will deduct this from your prepayment or deposit and refund the rest. If we complete the work within the 14 days at your request, you lose the right to cancel once the work is finished.

e. **Urgent repairs.** If you call us out for urgent repairs or maintenance, the right to cancel does not apply to that urgent work once we have carried it out. The right to cancel still applies to any other work or goods we supply on the same visit that you did not ask for as urgent. If you cancel an urgent visit before we attend, we will refund your prepayment, less any late cancellation charge under Section 8b.

f. **Business customers** (including landlords and agents) do not have a statutory cooling-off right. See Section 8.

8. Cancelling after the cooling-off period, and rearranging visits

a. **Appointments.** If you need to cancel or move a booked visit, please give us at least 24 hours' notice by phone or email. If you give us 24 hours' notice or more, we will move your visit or refund your prepayment in full.

b. **Late cancellation and no access.** If you cancel or move a visit with less than 24 hours' notice, or we arrive at the agreed time and cannot get in, we charge 50% of our call-out fee. We will deduct this from your prepayment and refund the rest, or keep it as a credit towards a rebooked visit. The late cancellation charge does not apply where you are cancelling under your 14-day right in Section 7 and we have not yet started any work.

c. **Installations.** If you cancel an installation after your cooling-off period has ended (or if you are a business customer, at any time after accepting the quote), you must pay:

- the cost of any boiler, parts and materials we have ordered that we cannot return, or the supplier's restocking charge if we can return them;
- the cost of any work we have already done; and
- any other reasonable losses that directly result from the cancellation.

We will give you a written breakdown, and we will deduct these amounts from your deposit and refund any balance.

d. **If we have to cancel.** If we have to cancel or move your appointment (for example due to illness, an earlier job overrunning, or bad weather), we will tell you as soon as we can and offer the next available date. If we cannot offer a date that suits you, we will refund any money you have paid for work not yet done.

9. Hidden problems and changes to the work

a. Some problems cannot be seen until work starts. Examples are corroded or undersized pipework, hidden leaks, blocked or damaged radiators, a faulty gas supply, unsuitable flue routes, electrical faults, or sludge in the system.

b. If we find a problem like this, we will stop, explain it, and give you a price for putting it right. We will not carry out any extra work, or charge you for it, until you agree.

c. If you do not agree to the extra work and it is unsafe or not possible to finish the job without it, we will make the system safe. You will then pay for the work done and materials used up to that point.

d. If you ask for changes or extra work, we will price them and confirm them with you before we start.

10. Your responsibilities

a. **Access.** You must give us safe and clear access to the property and to all areas we need, including the boiler, the gas meter, the water stopcock, the consumer unit (fuse board), the loft, and the flue outlet.

b. **Your belongings.** Please move or protect furniture, valuables and fragile items near the work area. We use dust sheets, but we are not responsible for damage to items you have not moved or protected after we asked you to.

c. **Supplies.** You must provide working gas, electricity and water supplies. Parking is our responsibility, and we pay any parking charges.

d. **An adult at home.** Someone aged 18 or over must be at the property for the whole visit.

e. **Pets.** Please keep pets away from the work area.

f. **Information.** You must tell us about anything that may affect the work or our safety, including known asbestos, previous problems with the system, and any restrictions if the property is listed or in a conservation area.

g. **Permissions.** You are responsible for getting any consents you need from a landlord, freeholder, managing agent or (if the property is listed) the local council.

h. **Sensitive equipment.** We will need to turn off the power and water supply at times. Please shut down computers and other sensitive equipment beforehand. We are not responsible for lost data or damage caused by a power cut we told you about.

i. **Behaviour.** We may stop work and leave if anyone at the property threatens or abuses our staff, or makes the site unsafe. You will pay for the work done up to that point.

11. Call-outs, breakdowns and diagnostics

a. **Minimum charge.** Breakdown and repair visits carry our standard minimum charge. This includes travel to the property, diagnosis, and up to the first hour of labour, including minor repairs where possible. It is payable even if the visit takes less than an hour. Parts are extra.

b. If the repair will take longer than the first hour, or needs parts, we will tell you the cost before we go on. If the repair cannot be done on the first visit, we will give you a quote for the next steps.

c. **Parts.** We carry many common parts. If a part has to be ordered, we will tell you the expected lead time. We are not responsible for delays by manufacturers or suppliers.

d. **Not worth repairing.** If we think a boiler is beyond economic repair, or parts are no longer available, we will tell you and explain your options. The diagnosis charge still applies.

e. **Service visits where the boiler is not working.** A service is routine maintenance on a boiler that works. If we arrive for a service and the boiler is not working, we must find the fault first. The visit then becomes a repair visit at our standard rate. We will tell you before we carry on. Once it is fixed, we can book your service in.

f. **Working hours.** Our normal working hours are 8am to 5pm, Monday to Friday. Out-of-hours and weekend work is available by arrangement, at a higher rate than our standard rate. We will tell you the price before you book.

12. Boiler installations

a. **Survey.** We survey the property before we quote. The quote sets out the boiler, the location, the flue route, the controls and the system work included.

b. **System cleaning.** A clean system protects the new boiler and keeps the manufacturer's guarantee valid. Every new boiler installation includes a chemical flush of the system. A magnetic system filter and inhibitor are not included as standard. We can fit them at extra cost if they are set out in your quote. A power flush or MagnaCleanse is also available at extra cost if quoted. Section 13 explains what a flush can and cannot do.

c. **Condensate pipe.** All modern boilers produce waste water (condensate), which needs a drain. We install the condensate pipe to the manufacturer's instructions and current guidance. Where it has to run outside, we will insulate it and follow guidance to reduce the risk of freezing. In very cold weather an outside condensate pipe can still freeze. That is not a fault in our work, and a visit to clear it is charged at our standard rate.

d. **Flue.** The flue must meet the manufacturer's instructions and the Building Regulations. Sometimes that means a different position from the old one, or an extra flue kit. We will agree this with you at the survey or, if it only becomes clear during the work, before we go on.

e. **Older systems.** Some older systems (for example open-vent systems with tanks in the loft, microbore pipework or very old radiators) may need extra work to suit a modern boiler. Where we spot this, we include it in the quote. Where it could not be seen, Section 9 applies.

f. **Building Regulations.** Boiler installations are notifiable work under the Building Regulations. As Gas Safe registered engineers, we notify the work through the Gas Safe Register, which then sends you a Building Regulations compliance certificate. We also complete the manufacturer's Benchmark commissioning checklist and leave it with you.

g. **Making good.** We will fill holes we make with suitable filler and leave the area clean. Decorating, re-plastering, tiling, carpet fitting and replacing kitchen units are not included unless your quote says so.

h. **Old boiler.** We remove and dispose of your old boiler and related parts responsibly, unless you ask us in writing to leave them.

i. **Registration of your guarantee.** We register the manufacturer's guarantee for you. You must keep the paperwork we give you, and keep the boiler serviced as the manufacturer requires.

13. Power flushing and system cleaning

a. A power flush or MagnaCleanse uses a pump, chemicals and magnets to clear sludge (magnetite), rust and scale from inside a central heating system.

b. Sludge builds up from corrosion inside the system over many years. Removing it can show up weak points that were already there, such as pinhole leaks in radiators or pipes, worn radiator valves, or leaks from older parts of the boiler. We are not responsible for these, because they were caused by the existing corrosion, not by the flush. We will tell you straight away and quote for any repairs.

c. Because the build-up is inside the system, we cannot guarantee how much a flush will improve heating performance. Badly damaged radiators or pipework may need replacing.

14. Unsafe gas appliances

a. Gas safety comes first. All our gas engineers follow the Gas Industry Unsafe Situations Procedure. If we find a gas appliance or installation that is unsafe, we must act on it, whatever work we came to do.

b. **Immediately Dangerous.** If an appliance or installation is immediately dangerous, we will ask your permission to disconnect it from the gas supply. If you refuse, we must report it to the gas emergency service, which has legal powers to make it safe.

c. **At Risk.** If an appliance is at risk of becoming dangerous, we will ask your permission to turn it off, and advise you not to use it until it is repaired.

d. **Not to Current Standards.** If something does not meet current standards but is not unsafe, we will tell you and record it.

e. We will give you a written warning notice explaining the problem. You must not use an appliance that has been disconnected or turned off until it has been repaired by a Gas Safe registered engineer.

f. We are not responsible for any loss or inconvenience caused by disconnecting or turning off an unsafe appliance. The visit and any work done are charged as normal.

15. Landlord gas safety checks (CP12)

a. Landlords must have every gas appliance and flue they provide checked every year by a Gas Safe registered engineer under the Gas Safety (Installation and Use) Regulations 1998. We carry out the check and issue the gas safety record (CP12), usually on the day.

b. **Your responsibilities as a landlord.** You (or your agent) must:

- arrange access with your tenant and give them proper notice;
- give your tenant a copy of the CP12 within 28 days of the check, or before a new tenant moves in;
- keep copies of the record for at least two years; and
- arrange repairs to any appliance we find unsafe.

c. **No access.** If we attend at the agreed time and cannot get in because the tenant is not there or refuses access, we charge 50% of our call-out fee for the wasted visit (see Section 8b). We can contact tenants directly to arrange access if you ask us to.

d. A CP12 records the condition of the appliances and flues we checked on the day of the check. It is not a guarantee that they will stay safe, and it is not a service unless you booked a service as well. We recommend booking both in one visit.

e. Landlords and agents are business customers under these terms. The consumer cooling-off right in Section 7 does not apply.

f. If we find an appliance that is unsafe, Section 14 applies. We will tell you, and the tenant, about the risk.

16. Parts and materials

a. **Ownership.** All boilers, parts and materials we supply stay our property until you have paid for them in full. The risk of loss or damage passes to you once they are delivered to the property, so please keep them safe.

b. If you do not pay, we may take legal action to recover the goods or their value. We will not enter your property to remove goods without your agreement or a court order.

c. **Parts you supply.** We would rather supply the parts ourselves, so we can stand behind the whole job. If you supply your own boiler, parts or materials:

- you are responsible for them being correct, compatible, new and complete;
- our workmanship guarantee applies only to our labour in fitting them, not the items themselves;
- you must deal with the seller about any faulty item; and
- extra visits or time caused by faulty, late or wrong items are charged at our standard rate.

We may refuse to fit items we think are unsuitable, unsafe or second-hand.

d. **Customer-supplied items.** For plumbing work, customers supply their own taps and showers, and we fit them. Paragraph c applies to these items.

17. Guarantees

a. **Your legal rights.** As a consumer, you have legal rights under the Consumer Rights Act 2015. Our work must be carried out with reasonable care and skill, and the goods we supply must be of satisfactory quality, fit for purpose and as described. If our work is not done with reasonable care and skill, you can ask us to put it right, and if we cannot, you may be entitled to a price reduction. Nothing in this section reduces those rights.

b. **Our workmanship guarantee.** We guarantee our workmanship on new boiler installations and major repairs for 12 months from the date the work is completed. It does not apply to other repairs or to servicing, but your legal rights in paragraph a still apply to all our work. If anything we did is not right during that period, we will come back and put it right free of charge.

c. **Manufacturer guarantees.** New boilers and parts come with the manufacturer's own guarantee. As Worcester Bosch Accredited Installers, new Worcester Bosch boilers fitted by us qualify for an extended manufacturer guarantee of up to 12 years on qualifying models. Manufacturer guarantees are given by the manufacturer, on the manufacturer's terms. Most need the boiler to be registered and serviced every year by a Gas Safe registered engineer. Missing a service can make the guarantee invalid.

d. **Reporting a problem.** If you think something is wrong with our work, please tell us as soon as you can, and do not let anyone else work on it first, so we can look at it. Reporting quickly helps us fix the problem and limit any damage.

e. **What our guarantee does not include:**

- faults in parts of your system we did not install or work on (for example existing pipework, radiators, valves, cylinders, tanks or controls);
- damage caused by misuse, neglect, accidents, frost, or not following the manufacturer's instructions;
- work that has been altered, repaired or tampered with by anyone else;
- sludge, scale or corrosion in the system, including problems caused by hard water;
- problems caused by your gas, water or electricity supply (for example low gas pressure, low mains water pressure, or a power cut);
- a frozen condensate pipe (see Section 12c);
- wifi, internet or app problems affecting smart controls;
- work you chose not to have done after we recommended it; and
- items you supplied yourself (see Section 16c).

f. **Old and worn parts.** Stopcocks, isolation valves, drain-offs, radiator valves and bleed points are sometimes old or worn. They can start to leak or fail when they are used as normal during our work. That is not our fault. We will tell you straight away and quote for repair or replacement.

g. **Power interruption.** We must turn off the electricity to a boiler to work on it safely. Occasionally, an older boiler develops a fault when the power is turned off and on again. This is a known issue in the heating industry. We are not responsible for an existing fault that shows up in this way, but we will tell you and quote to repair it.

h. **Care Club members.** Separate terms apply to the WarmaHome Care Club Membership. See Section 24.

18. Our liability to you

a. **What we do not exclude.** Nothing in these terms limits or excludes our liability for death or personal injury caused by our negligence, for fraud, or for anything else that cannot legally be limited or excluded. Nothing in these terms affects your statutory rights as a consumer.

b. **Consumers.** If we break these terms or are negligent, we are responsible for loss or damage you suffer that is a foreseeable result. Loss or damage is foreseeable if it is obvious it will happen, or if both of us knew it might happen when the contract was made. We are not responsible for loss or damage that is not foreseeable. We are not responsible for business losses (for example loss of profit or business interruption).

c. **Business customers.** We are not liable for loss of profit, loss of rent, loss of business, or any indirect or consequential loss. Our total liability for any claim arising from a job is limited to the price of that job.

d. **What we are not responsible for.** We are not responsible for:

- faults in existing parts of the system that we did not install or cause (see Section 17e);
- minor disturbance to decoration or surfaces that is unavoidable to carry out the work (for example lifting floorboards or drilling through walls), beyond the making good described in Section 12g;
- delays or losses caused by your failure to meet your responsibilities in Section 10; or
- delays or failures caused by events outside our reasonable control (see Section 21).

e. **Subcontractors.** We may use carefully selected subcontractors for parts of a job. We remain responsible for their work as if it were our own.

f. **Insurance.** We hold public liability insurance of £2 million.

19. Asbestos and other hazards

a. If we find, or suspect, asbestos or another hazard that we were not told about, we will stop work in that area and tell you. We will not resume until the hazard has been tested and, if needed, safely removed or made safe by a licensed specialist at your cost.

b. Any delay or extra visit this causes may be charged at our standard rate.

20. Complaints

a. We want to put things right. If you are unhappy with our work or service, please contact us:

- by phone on 01582 932324;
- by email at info@warmahome.com; or
- by post to WB Gas Ltd, The Incuba, Brewers Hill Road, Dunstable, England, LU6 1AA.

b. Please give us your name, the address of the property, the date of the work and what went wrong.

c. We will acknowledge your complaint within 2 working days and aim to give you a full response within 10 working days. If we need to visit to inspect the work, we will arrange this with you.

d. If you are not happy with our response, you can get free advice from Citizens Advice (citizensadvice.org.uk, 0808 223 1133). If your concern is about gas safety, you can contact the Gas Safe Register (gassaferegister.co.uk). You also have the right to take independent legal advice or to go to court.

21. Events outside our control

We are not responsible for delays or failure to carry out work caused by events outside our reasonable control. Examples include severe weather, flooding, fire, illness, supplier or manufacturer delays, shortages of parts, problems with the gas, water or electricity supply, road closures, and government restrictions. If this happens, we will tell you as soon as we can and agree a new date. If the delay goes on for more than 30 days, either of us can cancel the work not yet done, and we will refund any money paid for that work.

22. Your personal information

We use your personal information to provide our services, take payment, keep records required by law (including gas safety records), and contact you about your work. Our Privacy Policy at warmahome.com/privacy-policy explains how we collect, use and protect your information, and your rights.

23. Photos and reviews

a. We may take photos of the work before, during and after the job for our records, for guarantee claims and to show compliance.

b. With your permission, we may use photos of the finished work on our website and social media. We will not show your address, your name, or anything that identifies you or your home. You can ask us at any time not to use photos of your property, and we will remove any we have published.

c. After the job, we may ask you to leave a review. Reviews are optional and we never offer you anything in return for a positive one.

24. Care Club Membership

The WarmaHome Care Club Membership has its own terms and conditions, available on our Membership page at warmahome.com/membership and in the Care Club brochure. If you are a member, those terms apply to your membership. These terms apply to any other work we do for you.

25. General

a. **Whole agreement.** These terms, together with your quote or booking confirmation, are the whole agreement between us. If there is a conflict, the quote takes priority over these terms.

b. **Changes to these terms.** We may update these terms from time to time. The version in force on the day you accept our quote or book a visit applies to that work.

c. **Transfer.** You cannot transfer your rights under this contract without our agreement. Our workmanship guarantee is for you, the original customer, only. It does not pass to a new owner if you sell the property. Manufacturer guarantees transfer under the manufacturer's own terms.

d. **Third parties.** Nobody else has the right to enforce these terms.

e. **If one part is invalid.** If a court decides any part of these terms is invalid, the rest stays in force.

f. **Delay in enforcing.** If we do not enforce our rights straight away, we can still enforce them later.

g. **Law and courts.** These terms are governed by the law of England and Wales. Any dispute will be dealt with by the courts of England and Wales.

Cancellation form (consumers only)

Complete and return this form only if you want to cancel within your 14-day cooling-off period. You can also cancel by phone or email; you do not have to use this form.

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

I/We hereby give notice that I/we cancel my/our contract for the supply of the following service:

Service or quote reference: _____

Quote accepted on: _____

Name: _____

Address: _____

Signature (only if sent on paper): _____

Date: _____

WarmaHome is a trading name of WB Gas Ltd. Company number 12301672. Registered in England and Wales. Registered office: The Incuba, Brewers Hill Road, Dunstable, England, LU6 1AA. Version: 21 November 2026.