



## **BOILER AND CYLINDER SERVICE ONLY TERMS & CONDITIONS**

You must read these terms and conditions for your benefit and protection. These, together with any changes we notify you about (at renewal or otherwise), form your agreement with us. Please note that the applicability of the terms and conditions outlined in this document will depend on the specific plan you have chosen with EPH CONTRACTORS NW LTD.

We intend to rely on the terms and conditions set out in this document. Please check that you do not have coverage elsewhere before taking out this cover to avoid overlap with another provider.

National Gas Emergency If you smell gas, call the National Gas Emergency Service FREE straight away; United Kingdom 0800 111 999. What this plan includes?

### **Annual Boiler & Cylinder service ONLY**

(A check of your boiler carried out to statutory requirements and in accordance with the manufacturer's recommendations (an annual service).

12 Monthly direct debit payments MUST be made before we can arrange Your annual service so it is paramount the subscription is set up as soon as your service is complete.

EPH will contact you upon your 12th payment being made to arrange your Annual service on a day that suits yourself (Monday-Friday only). A Timeslot will be arranged either AM/PM. It is your responsibility to update us should your contact details change. Boiler service Certificate will be supplied.

Failure to make monthly payments could result in your service being delayed or us cancelling your subscription.

If a payment is missed you will have 14 days to bring your account back up to date. If payment is not made you will be informed in writing of your subscription cancellation.

### **Cancellation**

#### **How to Cancel**

If you wish to cancel your plan, please contact us on 01744 751867. You can also cancel by writing to us at the address specified in the 'Customer Service Details Section.

If you are paying by Direct Debit and tell your bank to cancel your Direct Debit instruction, but do not contact us first, we will not immediately cancel your plan. If you do wish to cancel, please contact us directly to avoid any communications regarding outstanding payments.

All our contracts are fixed term which means you can cancel your contract at any time before the renewal. The cancellation will take effect when the contract period is over. You have a cooling off period, 14 days from the start of your contract, within which you can cancel your contract immediately without penalty.

#### **If you cancel your plan within the 14 days cooling off period**

If you are in your cooling off period, we'll cancel your care package from the date you tell us and we'll refund you for the whole amount you have already paid, as long as we have not carried out any work under your contract.

#### **If you cancel after 14 days**

If you cancel outside of your cooling-off period, we'll cancel your care package from the date you tell us, but you will have to pay the remaining balance outstanding under the contract. For example, if you have 5 months left of your contract you will need to pay an amount equivalent to 5 outstanding payments.

### **What an Annual Service includes:**

We check your boiler, cylinder and heating to make sure they're safe and working well. Our team looks for leaks, any damage, and wear. We also run safety checks, like making sure your boiler isn't releasing bad gases. If you have a service due as part of your cover, we'll tell you when it's time. Maintaining your boilers annual servicing enables you to benefit from the manufacturer's warranty that comes with your product.

### **What else does my plan Include:**

The Boiler & Cylinder Service plan ONLY includes an annual service which will be done following your 12th monthly payment.

After your Homebuilders warranty expires, we do offer other plans which offer breakdown/repair as well. We will contact you about this when your warranty expires.

### **Direct Debit**

Company information This plan is provided by EPH CONTRACTORS NW LTD. Registered in England and Wales. Company No. 10959552. Registered office: UNIT3, PARK COURT, SULLIVANS WAY, ST HELENS WA9 5GZ.



The Direct Debit Guarantee. This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits. • If there are any changes to the amount, date or frequency of your Direct Debit EPH Contractors NW Ltd will notify you 3 working days in advance of your account being debited or as otherwise agreed.

If you request EPH contractors NW Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request. • If an error is made in the payment of your Direct Debit, by EPH contractors NW Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society. • If you receive a refund, you are not entitled to, you must pay it back when EPH contractors NW Ltd asks you to. • You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

### **Customer service details**

For customer services: call 01744 751867, write to us EPH Contractors NW LTD, Unit 3, Park Court, Sullivans Way, St. Helens, WA10 3LH or email us at [servicing@ephcontractors.co.uk](mailto:servicing@ephcontractors.co.uk). Calls may be recorded and monitored for quality and training purposes. (Lines are open Monday-Friday 8AM-5PM)