

Items to be serviced

Gas boiler

Heating system filters

Radiators and valves checked for operation

Controls checked for operation

Gas and heating pipework inspected

Annual boiler service and gas service certificate to be supplied

Service interval: 12 months

We promise to give you

Annual boiler service (full services included)

Annual reminders for servicing so that you never miss a due date

Option Energy Solutions Ltd

Registered in England. Company registration no: 08893883.

Tel: 01903 814777

Email: info@youroption.co.uk

Registered Office Address: 9 Penlands Way, Steyning, West Sussex, BN44 3PN

TERMS AND CONDITIONS

INCLUSIONS

Servicing of listed items only

Annual reminders for servicing including follow up reminders

EXCLUSIONS

Boilers with a heat input of 70 kW and over, e.g. commercial boilers

Systems or parts of systems designed for commercial use or operating in a high use commercial premises e.g. residential care homes

Gas safety certificates. An uplift payment will be required to supply the certificate and inspect other gas appliances at the property.

Any boiler or system repairs

Any boiler or system replacements

Any responsibility for installation defects e.g. not adhering to standards, systems with poor water quality, etc.

Replacement of household batteries in items like thermostats

Any work that brings us into dangerous contact with asbestos. In this instance you will need to have the asbestos professionally removed, and supply a clean-air certificate to show that the situation is safe.

Supplying access equipment for servicing inaccessible items, e.g. scaffolding and boom lifts to access roof terminals.

Any work where we consider our health and safety to be at risk, including the threat of abuse or violence from persons and/or animals, infestations, unsanitary environments or hazardous materials. In any case, you will be given an opportunity to remedy the issue so that we can re-commence works.

We reserve the right to cancel plans with immediate effect if we are subject to abuse, intimidation, or violence.

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CANCELLATIONS

You are entitled to cancel your service plan at any point.

To cancel a plan, please notify us in writing at info@youroption.co.uk, or call us on 01903 814777.

If you have used any service or benefit of the plan, then the full amount for the year will be due for payment.

If you have not used any service or benefit of the plan, then we will supply a full refund

Your legal right to cancel – The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013

This section only applies if you are a consumer, and you entered into the contract online, over the phone, by email etc.

You have the right to cancel this contract within 14 days, without giving any reason. The cancellation period is 14 days, which starts the day after which you enter into the contract.

To exercise the right to cancel, you must inform us (Option Energy Solutions Ltd – 3 Tanyard Lane Cottages, Tanyard Lane, Steyning, West Sussex, BN44 3RJ – info@youroption.co.uk – 01903 814777) of your decision to cancel this contract, by a clear statement (e.g. a letter sent by post, by email etc). You may use the model cancellation form which was emailed to you in your welcome email, but it is not obligatory.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel, before the cancellation period expires.

If you cancel this contract, we will reimburse all payments received from you. We will make the reimbursement without undue delay, and not later than 14 days after you inform us of your cancellation. We will make the reimbursement using the same means of payment, as you used for the initial transaction.

If you requested to begin the services during the cancellation period, you shall pay us an amount for the work carried out to the point of cancellation.

If you would like us to provide the service, within the cancellation period, you must expressly request this.