

**Items covered**

Gas boiler

Radiators and valves

Controls

Gas and heating pipework

Annual boiler service and gas service certificate to be supplied

Cover duration: 12 months

**We promise to give you:**

Annual boiler service (full services included)

Emergency attendances same day / next day or your money back, so if we are late, you get the annual service and repairs free of charge. That's how confident we are that we can get to you this fast.

365 day service. Bank holidays included.

Zero excess for call outs

Unlimited call outs

Parts and labour included

Option Energy Solutions Ltd

Registered in England. Company registration no: 08893883.

Tel: 01903 814777

Email: [info@youroption.co.uk](mailto:info@youroption.co.uk)

Registered Office Address: 3 Tanyard Lane Cottages, Tanyard Lane, Steyning, West Sussex, BN44 3RJ

## **TERMS AND CONDITIONS**

Please read the inclusions and exclusions. This isn't a list of small print to limit your cover. It is a small list of exclusions that protect us from specific systems, for example installation faults and poor system water quality, plus any areas outside of the listed items that either aren't covered by our trade like building fabric repairs for cutting into walls to repair a pipe.

## **INCLUSIONS**

Emergency attendances within the following hours: Mon-Sun 8.00-17.00 (including public holidays) - Emergencies are classified as uncontrolled carbon monoxide, gas or water leaks at any time, no hot water at any time or no heating in and between the months of September and April.

Boiler part replacements unless parts are obsolete or it is uneconomical to repair (parts cost inc. VAT over 85% of the value of a like for like replacement boiler retail price).

Note: This part price is extremely rare and has never affected one of our policies to date.

Like for like replacements of covered items

Customer service and support 24 hours a day, 7 days a week by telephone

Removal of waste generated during the course of works

Emergency 24 hour, 7 days a week cover 365 days a year

## **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.

Boiler replacements

Any repairs where the item to be replaced is in good working order.

Any upgrades unless as a result of no like for like replacement being available

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Repairs required as a result of poor heating system water quality, i.e. blocked boiler, unless where Option Energy Solutions Ltd have carried out a system flush and installed a system filter

Designer radiator replacements. Replacement radiators are covered to the value of a standard panel convector radiator (e.g. Purmo Compact). Replacing with a specialist / designer radiator will require a supplementary payment for both labour and materials.

We do not cover damage caused by frozen condense pipes that have been incorrectly installed, not adhering to the Heating and Hotwater Industry Council's standards for condense installation found at <https://www.hhic.org.uk/uploads/6006FFA5C5C6A.pdf>.

In the event of the building fabric being disturbed due to faults/leaks and subsequent investigations and/or repairs to covered assets, remedial works to the building fabric are not covered. Only the items are covered. All disturbances and remedial works to the building fabric will be notified, authorised and quoted in advance where possible.

Repairs to external services, e.g. external underground gas pipes, or pipes in communal service voids in blocks of flats.

Repairs to pre-existing faults or damage

Repairs to items that show clear signs of pre-cover neglect

Remedial works to previous poor workmanship

Repairs required as a result of vandalism, acts of criminality, accidental damage or clear user neglect or misuse

Repairs to items damaged due to an 'act of god', e.g. lighting, storm, flood, fire or other extraneous causes

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 repairing inaccessible items, e.g. scaffolding and boom lifts to access roof terminals.

Rainwater leaks from penetrations through the building fabric, e.g. rainwater leaking through roof flashings.

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Repairs to general plumbing like taps, shower and wastes

Repairs to drain blockages or underground drainage pipework

Repairs to domestic appliances like dishwashers and washing machines

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.

## **CANCELLATIONS**

You are entitled to cancel your plan at any point.

To cancel a plan, please notify us in writing at [info@youroption.co.uk](mailto: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 you do not need to pay any further payments. We also cannot provide a refund of any payments made to date due to the fact that your system was covered for those periods.

Refunds will be given in any case where we have not delivered on our same day/next day emergency attendance guarantee

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### **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](mailto: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.