

YOUNGER SMITH LTD

PLUMBING & HEATING EST 1972

Terms and Conditions

- UK LAW – Your agreement is bound by the laws of England, Wales & Scotland.
- ADDING NEW PRODUCTS – If you add any new products to your agreement during the period of agreement, we will arrange it so that they all renew at the same time.
- PRICES and PRICE CHANGES – Your invoice/statement shows the price of your agreement. That price won't go up or down over the period of your agreement, unless you change your agreement, products or the government changes relevant tax rates. If we ask you to agree to any proposed changes, we will not make the changes if you do not agree to them, we will always contact you about any price changes.
- THIRD PARTIES – If a third party has recommended the need for a repair or a replacement, you must inform us, so we can make our own assessment as to whether a repair or replacement is necessary. Any repair or replacement costs will not be reimbursed without prior authorisation from us.
- CHANGE OF ADDRESS – If you move to a new home, you need to notify us as soon as possible, we will cancel the current agreement at the old address and start a new agreement at your new address to continue with cover.
- KEEPING US UP TO DATE – It is your responsibility to keep us informed of any changes to your contact details including phone number, address, email. If you change a boiler or appliance that is covered by us, you need to inform us of the make and model of the new one so we can check it falls into our cover we offer. If we cannot cover a new boiler or appliance we may need to cancel or amend your cover.
- MISSING PAYMENTS UNDER YOUR AGREEMENT – Before we book your repair or visit we may ask you to pay any missing payments. If you do not pay any outstanding amounts, we or our agents will contact you to recover the money. You agree we can take action to recover money that you owe, including by
Using money, you have paid us under another contract or account, even if that account is for a different property.
Using money that we owe you (For example any credit balance you have with us)
Selling your debt to a third party.
- GETTING INTO YOUR PROPERTY – Our engineers will only work on your property if there is someone 18 years old or older, and they are always there during our visit. It's your responsibility to give us access to your property. If we are unable to gain access, we will be unable to complete the work and it is then up to you to arrange another appointment. If you do not rearrange the appointment, your agreement will continue. After several failed attempts to gain access to the property we may cancel your agreement, but we will notify you and cancellation charges may apply.
- REASONABLE TIMESCALES – We will carry out any repairs or visits you are entitled to within a reasonable time, unless something beyond our control makes that impossible in which case we will let you know as soon as possible & give you another time when we can visit.

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- **RESPONSE TIMES** - we assign one of three categories to help prioritise our work. -
EMERGENCY – Where there is no heating/ or hot water causing a medical risk to someone living in the property or an uncontrollable boiler leak causing property damage. We will get an engineer to you the same day or next day.
PRIORITY – Where there is no heating and/ or hot water or a containable boiler leak not causing damage to the property. We aim to get an engineer out to you within two days.
STANDARD – Which covers all other faults, (For example a dripping radiator we aim to get an engineer to you within five working days.
- **EXCESS FEES** – Excess payments incur where mentioned in our what's covered Plan.
- **WEATHER DAMAGE** – Your plan does not include any repairs or replacements for any damage caused by extreme weather, flooding, escape of water or any structural issues, fires or explosions.

The Plans

Boiler Care Plan

Whats included

First time or Annual Boiler Service
Repairs to gas boiler if under 7 years old
Carbon Monoxide Alarm Check
Flue Sealed up to One metre in length and terminal

This plan only applies to gas fuelled boilers.

What's not included

- Claims within the first 14 days of the product start date
- Damage to the boiler caused by limescale, sludge, or other debris and we have notified you of a previous issue and that you need to carry out repairs such as improvements, power flush or similar process and you haven't done so
- Any controls specifically for UFH systems.
- Repair or replacing open flues & their terminals of flues over 1 metre in length.
- Resetting your controls or replacing batteries
- Repairing or replacing Oil, Electric, or Heat pumps / boilers
- Repairs to Steel, Lead, Gas Supply pipes or any gas supply pipes to the gas metre or it is not viable or accessible.

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Boiler, Plumbing and Heating Plan

The same as above as per the Boiler Care Plan and Plumbing and Heating

This plan only applies to gas fuelled boilers.

Whats included

Includes Boiler, heating and hot water system

Repairs to gas boiler if under 7 years old

Includes Expansion tank, Radiators, Pumps and Valves

Includes hot water cylinders (£150 excess)

Includes parts for your central heating system if we cannot repair

Accidental damage (Subject to survey)

All repairs to the plumbing system on your property

Cold water storage tanks, toilet syphons, ball valves, isolation valves where visible and accessible

A replacement of parts that we cannot repair

What's not included

- Claims within the first 14 days of the product start date.
- Damage to the boiler caused by limescale, sludge, or other debris and we have notified you of a previous issue and that you need to carry out repairs such as improvements, power flush or similar process and you haven't done so.
- Any controls specifically for UFH systems.
- Repair or replacing open flues & their terminals of flues over 1 metre in length.
- Resetting your controls or replacing batteries.
- Repairing or replacing Oil, Electric, or Heat pumps / boilers.
- Repairs to Steel, Lead, Gas Supply pipes or any gas supply pipes to the gas metre or it is not viable or accessible.
- Showers and their parts, shower pumps, spa baths, seals and grouting.
- Any parts or product designed to boost your mains water.
- Water softeners, filters, and waste disposal units, and taps delivering boiling or filtered water.
- Water pipes between your property and outbuildings.
- Swimming pools, fountains and ponds etc.
- Rainwater pipes and guttering.
- Frozen pipes.
- Water meters external and internal.
- Any excavation to access underground pipework or concealed pipework.