

## **AREA GAS CARE TERMS AND CONDITIONS**

Contract period is for 12 months from the date of the signed agreement, be it digitally signed or paper signed.

You have a standard 14 day cooling off period should you decide to change your mind and wish to cancel your contract with Area Gas Care

After the 14 day cooling off period you may still cancel your contract by settling in full the balance of time left on your contract

The contract can be transferred to another property owned by the contract holder should you move house within the area covered by us, moving outside of the area covered would require the settlement of the balance of the contract remaining

Before your contract expires we will contact you regarding your renewal. If you fail to confirm a new contract the existing contract will expire naturally, no further payments will be taken and all cover shall cease at the end of the 12 month period.

Gas Safety Inspections and Boiler services will be carried out within 45 days of commencement of contract by fully qualified Gas Safe Registered Engineers Only.

Landlords on the contract will be issued with a CP12 Certificate following safety Inspections

Carbon Monoxide alarms will be provided to each address covered by a valid contract, 1 alarm per contract address

Where access is required to carry out plumbing and heating repairs we will not be liable for the reinstatement of boxing in, floor coverings, ceilings, decorations, plaster board walls or any other surface concealing pipework

Area Gas Care aim to attend breakdowns the same day wherever possible, during high peak/excessively cold snaps this period may be extended. We aim to repair within 24 hours, subject to the necessary parts being available. Parts that have to be ordered directly from the boiler manufacturer can extend this period up to 7 days.

**Boiler replacement:** Fixed price boiler replacement will be carried out when we deem the existing appliance is beyond economical repair or is Immediately Dangerous under Gas Safe Regulations. Boilers shall be replaced on a like for like basis ie combination boiler for combination boiler in the same location as long as the existing installation is compliant with Gas Safety Regulations. The boiler will be an appliance manufacturer of our choice (not necessarily the same brand as existing). Change of position of boiler or system upgrades are available at extra cost upon request. Any evidence of sabotage to an appliance will render the contract null and void, no repairs or replacement will be carried out other than to make the installation safe under Gas Safe Legislation.

Drains will be rodded/jetted clear where possible under the Gold contract. If this is not possible due to a collapse we will not be responsible for the excavation and re instatement of the drainage system. Camera surveys and quotations can be provided by request at additional cost

If your property is Leasehold it will be assumed that you have gained the necessary permissions for any works to be carried out to the property.

This scheme is for domestic properties only. Commercial property contracts are available by request.

## **ITEMS NOT COVERED UNDER THE AGREEMENTS**

**Designer Radiators**

**Taps (Replacement of brass wear)**

**Sanitary Wear**

**Shower Valves, Trays & Enclosures**

**Baths**

**Sinks**

**Gas Fires (Replacement/Repair and parts)**

**Chimney's / Chimney Pots / Terminals**

**Cooker / Hob Repairs**