



Terms and conditions

BoilerProtect Terms and Conditions

Initial Assessment

All our care plans offered are designed to suit yourselves as the customers, they are tailored to each customer's needs. Before we can begin your plan, a mandatory boiler service will be required to ensure there aren't any faults within your existing system. This will be charged at a reduced rate of £65 + Vat. If you have had, your boiler fitted by us in the last 6 months the service will not be required.

If we find any faults, we will advise you, and these will need to be rectified before we can enrol you into a BoilerProtect plan. A return visit may be applicable to confirm they have been. If we rectify the issue for you, this will subject to an additional charge. We reserve the right to decline any boiler/ system from joining our BoilerProtect plans.

If there are no faults within your central heating this does not imply that the system has been installed to the relevant standards and we will not accept responsibility for any inadequacy arising from the original installation.

Our care plans are specifically for the boiler/system in the property when the plan commences, and any outside alterations/instalments will require a further inspection to decipher renewal or aborting the plan. We provide safe, high-quality service, to repair and maintain appliances/systems under our care plans. For this reason, we accept no responsibility for any work that has been completed or tampered with from customers. We are not liable to fulfil the obligations under the contract if a third party interferes. If the system/boiler has work done during the time you are under contract, the repair will be exempt from our agreement, and we accept no responsibility to repair/ replace the part worked on. Having a third party interfere with your boiler/system can result in your care plan being cancelled imminently.

Costs

The prices shown on our website are the final price and no additional costs will occur. The prices are set at the start of the agreement and will not change during the period of the BoilerProtect plan unless the government changes the relevant VAT tax rate. Customers will be contacted upon any changes.

BoilerProtect Basic Plan offers a maximum of £300 parts and labour Inc Vat

BoilerProtect Plus Plan offers a maximum of £400 parts and labour inc Vat

BoilerProtect Complete Plan offers a maximum of £750 parts and labour inc Vat

Should the unlikely event occur, that costs may exceed the maximum amount allowed for within your care plan, we will advise you of the additional required and maximise the allowance within your plan. 25% of the maximum amount is available within the first 3 months of enrolment. 50% of the maximum amount is available between 3-6 months of enrolment.

Renewals

All BoilerProtect plans are automatically renewed unless notified one month prior to the renewal date. Failure to cancel one month prior to this date will result in one month's full payment.

Cancellations

Once enrolling onto a plan, you have the right to cancel the plan at any point. The agreement is still active upon the cancellation of a direct debit; therefore, you will still be liable for a cancellation fee. You have a 14-day cooling off period from beginning your BoilerProtect plan where you can cancel at any time. However, if you have had your boiler serviced within this time you will be charged at our full rate for the boiler service (*please ask upon cancelling the cost of this*). If you cancel after the 14 days your plan will stay active until the end of that month, it will then be automatically terminated, and no more payments will be taken. If any work is carried out, you will be charged at our normal rate (*please ask for our rates*). If you cancel your agreement, you will be liable for the cancellation charges up to the total of the annual payment, Plus an admin fee of £25+ Vat. We have the right to terminate your agreement at any point if you have given false information, you do not pay at the agreed time or if we are unable to get parts for your boiler as they are not made anymore.

If you are moving home, please give us 2 months' notice and we will cancel your plan, no extra charges will be occurred. You cannot transfer a BoilerProtect Plan to another property. You will have to enquire for a new plan and a full inspection will need to be carried out.

Annual Servicing

All our BoilerProtect plans include an annual boiler service which will be carried out after one year after your boiler was fitted or last service unless requested otherwise. We will contact you one month prior to this, and it is your responsibility to arrange this. All our services will be carried out within our working hours Monday-Friday 8am-4pm, we may be able to accommodate a time outside these hours, however this must be discussed upon booking and may occur an additional charge. Any other gas appliances are not included in this service, however upon request we will be able to add additional appliances at an additional cost.

Appointments

We will always give you plenty of notice before booking in an appointment. Sometimes appointments may need to change by either party, therefore we will always give 72-hour notice to rearrange an appointment and we require the same amount from yourself to rearrange. Occasionally an appointment may take longer than expected, in which case our onsite engineer will keep you up to date. If we are running late to your appointment, we will always give you time updates and give you the option to reschedule if we are more than 1 hour late to an appointment.

If we arrive to your property and cannot gain access, resulting in us not being able to carry out the planned work, we cannot be held responsible. You will be given our next available appointment, this may be up to 3 weeks after the planned date, within our busy periods this may be up to months wait. Appointments can be met with an over 18-year-old being present or a key left for us to gain access.

If appointments are continuously cancelled by yourself this may result in your plan being cancelled. If an appointment is cancelled with less than 24 hours' notice, you may be liable for an additional charge.

Guarantee

We offer a standard 12-month guarantee on all our work.

Spare parts

We will always carry smaller parts on all our vans, however if we do not have the part needed, we will order the relevant part. This will usually take up to 5 working days to arrive, we will keep up updated when the part has arrived so we can book in a suitable visit. We have the right to replace parts with like for like which may not be the same as the original.

Boiler

If the boiler or cylinder is unable to be repaired due to age, condition, or obsolete parts we can't replace within your care plan (dependent on which you are with). The maximum for each care plan (see pricing category) will be deducted from the quotation if the boiler/cylinder has been under contract with CI Plumbing and Heating Ltd for 3 months minimum. You reserve the right to reject the quotation given and if the replacement is carried out by another firm, notification to us is required and we will need to return once the install is complete to conclude renewal or abortion of your care plan. If the boiler or cylinder is replaced and you wish to continue with our care plans, we can advise and adjust the care plan with you to a better suited package.

Contact Us

All correspondence for booking appointments should be made through our email address.
Boilerprotect@clsolutionsltd.co.uk

Any Emergency call outs should be contacted through 07506745996 these will still be attended within standard working hours.