



## Full Cover Contract - Terms and Conditions

1. Maintenance Plan
2. Policy Coverage
3. Contract Plan
4. General Conditions

### 1. Maintenance Plan

What is Covered?	
What's Included	What isn't Covered
<ul style="list-style-type: none"><li>• 360° central heating care that covers annual servicing, maintenance and repairs</li><li>• A boiler service and full system check every year</li><li>• Servicing that helps validate the boiler manufacturer's warranty</li><li>• Unlimited callouts at no extra charge</li><li>• 24 hour helpline</li><li>• All replacement parts and labour included</li><li>• Every inch of the system, from the boiler to rads and pipework will be taken care of</li></ul>	<ul style="list-style-type: none"><li>• Accidental Damage.</li><li>• Removing sludge or any other debris</li><li>• Showers or taps</li><li>• Faults caused by someone else you used for repairs or design faults.</li></ul>

### 2. Policy Coverage

If you think you have a gas leak (i.e. it is an emergency) you **must** immediately call the National Gas Emergency Service on 0800 111 999. The National Gas Emergency Service will attend your property and isolate the leak. Once you have made them aware of these issues, please contact Haven Home Solutions on 01707 808047.

### 3. Contract Plan

The minimum contract plan is 12 months from when the policy was originally taken out. A maximum contract can be taken out for a 180 months.

- **Haven Full Cover Contract** – £14.99 per month – Minimum 12 month Contract (£179.88 per year).

### 4. General Conditions

General Conditions	
<b>UK Law</b> -Your Agreement is bound by the laws of the country your agreement is in (England).	<b>Payments</b> – Your payments can be paid yearly by cheque, credit card or direct debit or monthly by Direct Debit.
<b>English Language</b> -All correspondence which is sent to you will be written in English. Your statement will show the price of your agreement (Which is subject to the minimum 12 month contract).	<b>Renewals</b> -We'll write to you at least 28 days before your agreement is due for renewal. If you pay by Direct Debit we'll keep renewing your agreement automatically, until you ask you us to stop.



Your Responsibilities	
<p><b>Changing Address</b> - If you move home, you need to tell us as soon as possible. We will then update your records on our files.</p>	<p><b>Keeping us up to date</b> – It’s your responsibility to keep us informed of any changes to your contact details including telephone number, address or email.</p>
<p><b>Getting into your property</b> - Our engineers will only work on your property if there is someone 18 years or older at the property at all times during the visit. It is your responsibility to give us access to your property. If we cannot gain access we will not be able to complete the work, it is then up to you to contact us so that we can arrange another appointment.</p> <p>If you don’t re-arrange the appointment, your agreement will still continue. After several failed attempts to gain access into your property, we may cancel your agreement but will provide you written notice beforehand.</p>	<p><b>Authority to carry out work</b> - If you’re not at the property when our engineer visits, you must make sure that there is somebody present who can give instructions to our engineer on your behalf. If someone is not available please contact us to say that you will not be available so that we can rearrange your appointment.</p>
<p><b>Pre-existing faults</b> – Your plan doesn’t include cover for any faults or design faults that:</p> <ul style="list-style-type: none"> <li>• Were already there when your boiler appliance or system was installed.</li> <li>• Existed when you first took out the product.</li> <li>• We’ve told you about before and you haven’t fixed, or, in the case that the work has been completed by a third party, where work has not been completed to a satisfactory standard.</li> <li>• We couldn’t reasonably have been expected to know about before.</li> <li>• Or, prevent access because a part of your system has been permanently built over.</li> </ul>	<p><b>Replacement Parts</b> – When replacing parts we will try and get these from the original manufacturer or from approved suppliers. We’ll try to provide replacements with similar functionality but not necessarily the same features or an identical make and mode or type of fitting. Alternatively, you can give the engineer a replacement part that you have bought yourself, that we approve, but we’ll only accept responsibility for our workmanship.</p> <p>If we can’t get hold of the parts we may need to cancel your agreement</p> <p>If we’ve agreed to cover a boiler or appliance but warned you that it might be difficult to find replacement parts, we’ll do what we can, within reason, to repair it.</p>
<p><b>Who can benefit from this agreement?</b> - Only the account holder can benefit from this agreement.</p>	<p><b>Authorised Contacts</b> - If you want an authorised contact it’s your responsibility to let you know who they are so that we can note it’s on your agreement.</p>
Restrictions	
<p><b>Properties that aren’t covered</b></p> <ul style="list-style-type: none"> <li>• Council and housing association.</li> <li>• Mobile homes.</li> <li>• Bedsits, sub-divided homes.</li> <li>• Sub-let properties.</li> </ul>	