



Unit D2 Apollo Court Neptune Park
Cattedown
Plymouth
Devon, PL4 0SJ
Tel: +44 (0) 1752 301 111
E-Mail: info@soper.co.uk

SOPER HOME CARE™ TERMS & CONDITIONS

PERIOD OF CONTRACT:

The contract will run for a period of one calendar year from the date that acceptance onto contract is confirmed, following the outcome of an engineer's inspection and the initial subject to survey visit being satisfactory to Soper Plumbing & Heating Ltd. If it is not, we may terminate the contract with immediate effect by notifying you in writing. Any remedial work required following the initial subject to survey visit is not covered by this contract and will be quoted for and charged separately.

ANNUAL SERVICE & Gas Safety Certificate:

A service engineer will carry out a full boiler service and gas safety certificate once a year on an agreed date and clean/adjust them as necessary using reasonable care and skill. We will carry out a test on your CO2 alarm and do a visual inspection of the heating system. Any remedial works actioned or quoted for separately as necessary.

ACCEPTANCE ON TO CONTRACT:

Acceptance of a boiler/system on to a contract does not imply that it is installed satisfactorily (not applicable if Soper Plumbing & Heating Ltd installed boiler or the entire heating system) or to current standards or codes of practice or that any spare parts required are guaranteed to be available for the appliance. Please note that our initial boiler service and system check will be chargeable at our rate of £90 inclusive of VAT should these works be undertaken and the policy not entered into thereafter regardless of whether Soper Plumbing & Heating Ltd agree to provide cover, unless a prior request not to is made by the customer.



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PRICE AND PAYMENT:

The price payable by you is as notified by Soper Plumbing & Heating Ltd at the time the contract is entered into. The monthly price of £15 is inclusive of VAT unless otherwise stated. Soper Plumbing & Heating Ltd may increase the price at the end of each contract year but you will always be notified of any price increase in advance. Payment is due on monthly instalments on a direct debit basis from our secure payment handler Go-Cardless. You will be notified by email 5 days prior to any payments being taken.

RENEWAL:

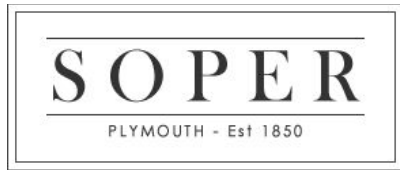
The contract renewal date will be the yearly anniversary of the date that you were first accepted onto contract. The contract remains valid as long as payment is continued. We will automatically renew your policy at the end of each contract year unless notified not to. Soper Plumbing & Heating Ltd reserves the right to refuse to renew a contract. Please note if your contract is renewed automatically, you have the statutory right to cancel within 14 days of the renewal date (your 'cooling off period').

YOUR RIGHTS:

It is our responsibility to supply you with services that meet your consumer rights. If you have any concerns that we have not met our legal obligations please contact us. If you are unclear about your rights or require advice, you can contact the Citizens Advice Consumer Service on 03454 040506 or www.adviceguide.org.uk

ACCESS:

It is your responsibility to let us into your property. If you do not allow us access to your property to perform the services as arranged (and you do not have a good reason for this) we may charge you additional costs incurred by us as a result. If, despite our reasonable efforts, we are unable to contact you or re-arrange access to your property we may end the contract.



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LANDLORDS:

We will make every reasonable effort to undertake a gas safety inspection at your property. We will also make you aware if we fail to gain access to your tenanted property. Soper Plumbing & Heating Ltd cannot be held responsible if we cannot gain access to carry out your gas safety inspection. It is your legal responsibility as a landlord to ensure that the property has a valid Landlord Gas Safety Record

WHATS NOT INCLUDED:

- Adjustments to time and temperature controls.
- Any domestic water supply from the hot water cylinder or appliances including taps and showers.
- Any cold-water storage cistern, mains water supply, cold water supply pipework.
- Inherent defects or inadequacy to the original design and installation of the system/appliance.
- Pipework, wiring or flues buried in the fabric of the building including under floor heating.
- Any defects or damage caused through malicious or wilful action, negligence, or third-party interference.
- Any defects or damage caused by fire, lightning, explosion, flood, storm, frost, impact or other extraneous cause.
- Any defect or damage occurring from a failure of the public electricity, gas or water supplies.
- Removing asbestos associated with repairing appliance or system.
- Any Unvented cylinder or associated unvented system components.
- Replacement or repair of thermal stores, immersion heaters or the repair of fan convectors.
- Replacement of towel rails, Low Surface Temperature and designer radiators, including any associated valves.
- Replenishment of chemical treatments.



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- Complete appliance replacement for any reason.
- Replacement of gas supply pipework.
- Any increased cost of utilities, loss of water services, loss of earnings, any retrospective cost for items not relating to the repair of the heating components.
- The cost of any improvements to the heating or hot water systems.
- Removing sludge from system. As a Home Care Customer, we offer a half price system flush for only £125 + VAT
- Replacing/repairing any steel or iron pipes.
- Making access to the appliance/system that is not deemed reasonable.
- *24 hour responsive service: We will respond within 24 hours of initial call. However, most service requests are responded to on a 'same working day' basis. Offices are manned Monday - Friday 8.30am - 5pm with a call divert to our duty engineer when available. If you can smell gas call 0800 111 999.
- We do not replace boilers. If your boiler is deemed to be uneconomical to repair or parts are no longer available we offer all our policy customers a fixed price of £250 + VAT for labour and materials at cost plus 20%.

CANCELLATION OF CONTRACT:

You have a right to cancel the contract between you and us without giving any reason within 14 days of it being entered into. This is known as your 'cooling off' period. In order to exercise your right to cancel you must inform us of your decision by a clear statement (e.g. a written letter or email). We reserve the right to cancel the contract if you have given any false information or you do not make an agreed payment on the due date or you do not allow us access to your property within a reasonable period of time or you change your boiler or an appliance that the contract covers.