

TERMS AND CONDITIONS | BACKGROUND:

These Terms and Conditions are the standard terms which apply to the provision of **Boiler Maintenance** and any other **Gas and Plumbing Services** by **COMPLETE GAS & PLUMBING SERVICES LTD** (“Us” or “We” or “Ours”) to customers who require plumbing services to be provided at their home or other premises.

We are not a utility provider for gas or water or any other supply.

Domestic (for individual Consumers) means our clients who are a “Consumer”, as defined below.

Industrial / Commercial means our “Commercial Clients”. All customers who are not “Consumers” (as defined below) are “Commercial Clients” for purposes of these Terms and conditions

Please read them carefully and ensure that you understand and agree to them. If you have any questions, please contact us.

These Terms and Conditions apply:-

- (a) where the customer is a **Consumer**; and
- (b) Where the customer is a **Commercial Client** (in which case certain terms do not apply as stated herein) but in this case the terms specified to apply to Consumers only do not apply.

1. Definitions and Interpretation

1.1 In these Terms and Conditions, unless the context otherwise requires, the following expressions have the following meanings:

“ Agreed Times ”	means the times which You and We agree for the Technician to have access to the Property to complete the Job as specified in the Agreement;
“ Agreement ”	means the contract into which You and We will enter if You accept the Quotation. The Agreement will incorporate, and be subject to, these Terms and Conditions;
“ Business ”	means any business, trade, craft or profession carried on by You or any other person or organisation;
“ Consumer ”	means a “consumer” as defined by the Consumer Rights Act 2015, and in relation to these Terms and Conditions means an individual customer of Ours who receives Plumbing Services for their personal use and for

	purposes wholly or mainly outside the purposes of any Business;
“Deposit”	means the deposit You may be required to pay in accordance with this Agreement;
“Final Fee”	means the total of all sums You must pay which will be shown on the invoice issued in accordance with this Agreement;
“Gas Services”	The Gas services that we may provide as part of the Services;
“Technician”	The Gas engineer or technician who will be responsible for providing the Services;
“Job”	means the complete performance of the Services;
“Order”	means Your initial request for Us to provide the Services as set out in Clause 4;
“Products”	means the products required for the provision of the Services which We will supply (if any) as specified in the Agreement;
“Property”	means Your home, as detailed in the Order and the Agreement, at which the Job is to take place;
“Quotation”	means the quotation We give to You in accordance with Clause 4 detailing the services We will provide to You and the fees We will charge;
“Quoted Fee”	means the fee set out in the Quotation which may change according to the actual work undertaken as set out in Clause 6 of these Terms and Conditions;
“Services”	the Boiler Maintenance and / or other Plumbing and / or Gas Services that we agree to undertake for you as specified in this Agreement including as may be detailed in Schedule 1;
“Start Date”	means the date You and We agree on for Us to start providing the Services as specified in the Agreement, which will be the date 14 days after this Agreement unless stated otherwise;
“Visit”	means any occasion, scheduled or otherwise, on which the Plumber visits the Property to provide the Services;
“We/Us/Our”	means COMPLETE GAS & PLUMBING SERVICES LTD and includes all Our employees, agents and sub-contractors; and
“You/Your”	means a Consumer who is a customer of the Trader.

1.2 Each reference in these Terms and Conditions to “writing”, and any similar expression, includes electronic communications whether sent by e-mail, text

message fax or other means.

- 1.3 Each reference to a statute or provision of a statute is a reference to that statute or provision as amended or re-enacted at the relevant time.
- 1.4 Each reference to “these Terms and Conditions” is a reference to these Terms and Conditions.
- 1.5 Each reference to a Schedule is a reference to a schedule to these Terms and Conditions.
- 1.6 The headings used in these Terms and Conditions are for convenience only and do not affect the interpretation of these Terms and Conditions.
- 1.7 Words signifying the singular number will include the plural and vice versa.
- 1.8 References to any gender will include any other gender.
- 1.9 References to persons, unless the context otherwise requires, include corporations.

2. Information about Us

- 2.1 We are a limited company. We provide gas & central heating services to homes and businesses across Dorset and the surrounding areas.
- 2.2 We trade under the name COMPLETE GAS & PLUMBING SERVICES LTD.
- 2.3 We are registered in England & Wales under number 09550307.
- 2.4 Our registered office is at Bramleys, Bath Road, Sturminster Newton, Dorset, England, DT10 1EB.
- 2.5 Our main trading address is Unit 10 Holland Business Park, Holland Way, Blandford, Dorset, DT11 7GH.
- 2.6 Our VAT number is 208725409.
- 2.7 We are regulated by:
 - 2.7.1 In respect of Gas Services: Gas Safe and we are a member of Gas Safe.

3. Communication and Contact Details

- 3.1 If You wish to contact Us with questions or complaints, You may contact Us by telephone at 01258 440 222. or by email at completegasplumbing@gmail.com.
- 3.2 In certain circumstances You must contact Us in writing (as stated in various Clauses throughout these Terms and Conditions). When contacting Us in writing You may use the following methods:
 - 3.2.1 contact Us by email at completegasplumbing@gmail.com; or
 - 3.2.2 contact Us by pre-paid post at Complete Gas & Plumbing Services Ltd, Unit 10 Holland Business Park, Holland Way, Blandford, Dorset, DT11 7GH.

4. Orders

4.1 We accept orders for Services via our Website (www.completegasandplumbing.co.uk) or by phone or by email to completegasplumbing@gmail.com.

4.2 When placing an Order You should set out, in detail, the Services required unless we have provided you with details on our Quotation or Order sheet or as detailed in Schedule 1:

4.2.1 For **all Services** that would not be part of your Annual Boiler Maintenance Services please include the location and size of the Property, the number and type of rooms in which work is required and the type(s) of work required (e.g. piping, installation of appliances etc.).

We will provide You with an **ORDER FORM / JOB SPECIFICATION** containing all required information. This will either be in Schedule 1 or provided separately and . **All** such details will be part of the Agreement.

4.3 Once the Order is complete and submitted We will prepare a Quotation and send it to You either by email or first class post. The Quotation will set out the required Deposit (if applicable) and fee (see Clauses 5 and 6).

4.4 If We cannot accept your Order, We will inform you of this in writing.

4.5 You may make changes to the Order and Quotation before accepting it.

4.6 You may accept a Quotation by signing and dating a copy of it and returning it to Us within 21 days after the date We issue the Quotation.

4.7 When (but not before) You have returned the Quotation, signed and dated, and You have paid the Deposit, a legally binding contract between You and Us will be created for Us to provide the Services and for You to pay for them. We will then attach the signed Agreement and complete any blanks in the Agreement in accordance with the Quotation.

4.8 If you wish to change your Order after accepting the Quotation, please contact Us and We will tell you whether or not the change can be accommodated, along with any changes to the fees payable as a result. If we cannot accommodate the changes or the changes to the fees or other matters are not acceptable to you, you may cancel in accordance with Clause 13 and/or 14.

5. Deposit

5.1 At the time of accepting the Quotation or not more than 7 calendar days thereafter, depending on the nature of the work and any specialist Products required in advance, You may be required to pay Us a Deposit which will be specified in Schedule 1 or the Quotation.

We will not confirm an Order until the Deposit is paid in full.

5.2 If you cancel the Services, We may retain some or all of the Deposit as set out in Clauses 13, 14 and 15.

6. Fees and Payment

6.1 The Quoted Fee will include the price payable for the Services and for the estimated Products required.

- 6.2 We will where reasonably possible use only the Products (and quantities of Products) set out in the Quotation and the Agreement; however, if additional Products are required, We will adjust the Final Fee to reflect this. We will keep any increases to a necessary minimum, will keep You informed at all times, and will not proceed without your agreement.
- 6.3 If the price of Products or services increases during the period between Your acceptance of the Quotation and the Start Date, We will inform You of the increase and of any difference in the Final Fee. If You do not wish to accept the increase, You may cancel and receive a full refund of all sums paid including, where applicable, the Deposit.
- 6.4 The Quoted Fee and the Final Fee are inclusive of VAT. If the rate of VAT changes We will adjust the amount of VAT that You must pay.
- 6.5 We will invoice You when the Job has been completed.
- 6.6 You must pay any invoice within 30 calendar days of receiving it.
- 6.7 We accept the following methods of payment:
 - 6.7.1 BACS;
 - 6.7.2 Cash;
 - 6.7.3 Cheque;
 - 6.7.4 Direct Debit.
- 6.8 If You do not pay an invoice by the due date We may charge You interest on the overdue sum at the rate of 2 % above the base rate of Barclays Bank Plc from time to time until payment is made in full. Interest will accrue on a daily basis from the due date until the actual date of payment, whether before or after judgment.
- 6.9 If You have promptly contacted Us to dispute an invoice in good faith, We will not charge interest while such a dispute is ongoing.

7. Services

- 7.1 We will provide the Services in accordance with the specification set out in the accepted Quotation and in the Agreement including as may be set out in Schedule 1 (as may be amended by agreement between You and Us from time to time).
- 7.2 We may provide sketches, plans, diagrams or similar documents in advance of the Job. Any such material is intended for illustrative purposes only and is not intended to provide an exact specification of the Job nor to guarantee specific results.
- 7.3 We will use reasonable endeavours to ensure that the Products We use match those chosen by You and are consistent throughout the Property (or relevant parts of the Property). There may be slight variations to the same Products as a result of differences between photographs, catalogues and other materials, and the Products themselves, or as a result of minor technical changes which will not impact your use of the Product in question. Product packaging may also vary. If different Products are required due to non-availability, We will not supply them without consulting with You first, in advance of the Job. If You do not wish to accept the alternative Products, You may cancel and receive a full

refund of all sums paid including, where applicable, the Deposit.

- 7.4 We will ensure that the Services are performed with reasonable care and skill and to a reasonable standard which is consistent with best trade practice.
- 7.5 We will ensure that We comply with all relevant codes of practice.
- 7.6 We will properly dispose of all waste that results from Our provision of the Services.
- 7.7 Where a Job is to last for more than one working day, the Technician will where reasonably possible leave the Property in a clean and tidy state and minimise any disruption to Your use and enjoyment of the Property while work is being carried out. We will wherever possible store all tools and materials only in areas where work is being carried out or remove them from the Property at the end of each working day.

8. Faulty Products

- 8.1 If any Products are supplied in the course of Us providing the Services, and You discover a defect with one or more of those Products or if the Product or Products have been incorrectly described, You should inform Us using the contact details above in Clause 3. We do not provide any warranty on Products over and above the manufacturer's warranty.

9. Problems with Our Services

- 9.1 If there is a problem with the result of the Services, i.e. they have not been provided with reasonable care and skill, You are entitled to ask Us to repeat or fix the service, or to get a price reduction if this is not possible.
- 9.2 We always use reasonable efforts to ensure that Our provision of the Services is trouble-free. If, however, there is a problem with the Services We request that You inform Us as soon as is reasonably possible. We will use reasonable efforts to remedy problems with the Services as quickly as is reasonably possible and practical.
- 9.3 We will not charge You for remedying problems under this Clause 9 where the problems have been caused by Us. If We determine that a problem has been caused by incorrect or incomplete information or action provided or taken by You, We shall have no liability in respect of any damage or loss caused thereby and we may charge You for remedial work that we agree to undertake.
- 9.4 Only if you are a Consumer the following applies:
 - 9.4.1 You have certain legal rights with respect to the purchase of goods or services. For full details of your legal rights and guidance on exercising them, it is recommended that You contact your local Citizens Advice Bureau or Trading Standards Office.
 - 9.4.2 If We do not perform the Services with reasonable skill and care, You have the right to request repeat performance or, if that is not possible or done within a reasonable time without inconvenience to You, You have the right to a reduction in price.

- 9.4.3 If the Services are not performed in line with information that We have provided about them, You also have the right to request repeat performance or, if that is not possible or done within a reasonable time without inconvenience to You (or if Our breach concerns information about Us that does not relate to the performance of the Services), You have the right to a reduction in price.
- 9.4.4 If for any reason We are required to repeat the Services in accordance with Your legal rights, We will not charge You for the same and We will bear any and all costs of such repeat performance. In cases where a price reduction applies, this may be any sum up to the full fees payable for the Job and, where You have already made payment(s) to Us, may result in a full or partial refund. Any such refunds will be issued without undue delay (and in any event within 14 calendar days starting on the date on which We agree that You are entitled to the refund) and made via the same payment method originally used by You unless You request an alternative method.

10. Your Obligations

- 10.1 If any consents, licences or other permissions are needed from any third parties such as landlords, planning authorities, local authorities or similar, You must obtain them before We begin to provide the Services.
- 10.2 We may ask you to move or remove certain furniture, fixtures and fittings in the Property before we begin work. Unless You and We specifically agree otherwise, this is Your responsibility.
- 10.3 You will ensure that the Technician as the case may be can access the Property at the Agreed Times to provide the Services.
- 10.4 You may either give the Technician a set of keys to the Property or be present at the Agreed Times to give the Technician access. We promise that all keys will be kept safely and securely by the Technician.
- 10.5 If You do not provide the required access to the Property or make it impossible for Us to provide the Services by failing to comply with any other provision in this Clause 10, and do not have a good reason for this, We may invoice you for any additional charges incurred as a result
- 10.6 You must ensure that the Technician has access to electrical outlets and a supply of hot and cold running water.

11. Complaints and Feedback

- 11.1 We always welcome feedback from Our customers and, while We always use all reasonable endeavours to ensure that Your experience as a customer of Ours is a positive one, We nevertheless want to hear from You if You have any cause for complaint.
- 11.2 Please phone to discuss any complaints that You might have or please email us at completegasplumbing@gmail.com as detailed further below.
- 11.3 If You wish to complain about any aspect of Your dealings with Us, please contact Us in one of the following ways:

11.3.1 In writing, addressed to the [Manager, Complete Gas & Plumbing Services Ltd, Unit 10 Holland Business Park, Holland Way, Blandford, Dorset, DT11 7GH;

11.3.2 By email, to: completegasplumbing@gmail.com ;

11.3.3 By telephone on 01258 440 222.

12. Changing the Start Date

12.1 If You ask Us to change the Start Date:

12.1.1 We will where reasonably possible agree a revised Start Date with You;

12.1.2 If it is not possible to agree a revised Start Date either You or We may terminate the Agreement (see Clause 15).

12.2 If We ask You to change the Start Date, You may either:

12.2.1 agree a revised Start Date with Us; or

12.2.2 terminate the Agreement (see Clause 15).

13. Cancellation of Contract During the Cooling Off Period – For Consumers

THIS CLAUSE APPLIES ONLY IN RELATION TO CONSUMERS. IT DOES NOT APPLY TO BUSINESS CLIENTS

13.1 Where the Agreement is not made “on Our premises”, You have a statutory right to a “cooling off” period. This period begins once the contract between You and Us is formed and ends:

13.1.1 in relation to any Products supplied, at the end of 14 calendar days after the date on which the Products are delivered. If the Products are delivered in instalments, the 14 calendar day period begins on the day that you receive the final instalment; and

13.1.2 in relation to the Services, at the end of 14 calendar days after the date on which the contract is formed.

13.2 If You wish to cancel the Agreement within the cooling off period You should inform Us immediately by a clear statement (e.g. a letter sent by post, or email to the postal address, or email address specified in these Terms and Conditions)..

13.3 To meet the cancellation deadline, it is sufficient for You to send Your communication concerning the exercise of the right to cancel before the cancellation period has expired.

13.4 If You exercise this right to cancel You will receive a full refund of any amount paid to the Us in respect of the contract (including, but not limited to, the Deposit, where applicable). However, if we have already provided Services to you in this period, You will be required to pay for those Services already provided (for which we will send you an invoice).

13.5 We will refund money using the same method used to make the payment, unless You have expressly agreed otherwise. In any case, You will not incur any fees as a result of the refund.

- 13.6 We will process the refund due to You as a result of a cancellation without undue delay and, in any case, within the period of 14 calendar days after the day on which We are informed of the cancellation.
- 13.7 If You exercise the right to cancel in relation to Products:
- 13.7.1 We will issue a refund within 14 DAYS);
- 13.7.2 You must return any of our items or property to Us within 14 calendar days of the day on which You inform Us that You wish to cancel and return them;
- 13.7.3 We may make a deduction from the refund for loss in value of any Products supplied, if the loss is the result of unnecessary handling by You;
- 13.7.4 Please also note that Products that become inseparably mixed with others cannot be returned.
- 13.7.5 We will process any refund within 28 DAYS and in any event no later than 14 calendar days after You inform Us of Your wish to cancel.

14. Cancellation Outside of the Cooling Off Period and for Business customers

- 14.1 In addition to any rights you have as a Consumer in Clause 13 relating to the cooling off period, You may terminate the Agreement (i.e. cancel the Job) at any time before the Start Date (if relevant):
- 14.1.1 If You are a Consumer and cancel the Job after the 14 calendar day cooling off period has expired (or where it does not apply) and more than 7 days before the Start Date, We will refund the Deposit, if applicable, and any other sums paid as soon as is reasonably possible, and in any event within 14 calendar days of cancellation.
- 14.1.2 If you are a Consumer and You cancel the Job after the 14 calendar day cooling off period has expired (or where it does not apply) and less than 7 days before the Start Date, We will retain from the Deposit, if applicable, a sum to cover any net financial loss that We suffer due to the cancellation. We will refund the balance of the Deposit to You as soon as is reasonably possible, and in any event within 14 calendar days of cancellation. If Our net financial loss is more than the amount of the Deposit (and/or if no Deposit has been paid), We will invoice You for the shortfall and You will be required to make payment in accordance with Clause 6.
- 14.2 We may need to terminate the Agreement before the Start Date due to the unavailability of required personnel or materials, or due to the occurrence of an event outside of Our reasonable control. If such cancellation is necessary, We will inform You as soon as is reasonably possible. We will refund the Deposit, if applicable, and any other sums paid as soon as is reasonably possible, and in any event within 14 calendar days of termination.

15. Termination

- 15.1 You may terminate the Agreement with immediate effect at any time by giving Us written notice if:

- 15.1.1 We have breached the Agreement in any material way and have failed to remedy that breach within 14 days of You asking Us in writing to do so;
 - 15.1.2 We enter into liquidation or have an administrator or receiver appointed over Our assets;
 - 15.1.3 You and We have been unable to agree a revised Start Date or You elect to terminate the Agreement under Clause 12;
 - 15.1.4 We are unable to provide the Services due to an event outside of Our control (see Clause 17).
- 15.2 We may terminate the Agreement with immediate effect by giving You written notice if:
- 15.2.1 You fail to make a payment on time as required under Clause 6 (this does not affect Our right to charge interest on overdue sums under sub-Clause 6.8);
 - 15.2.2 You have breached the Agreement in any material way and have failed to remedy that breach within 14 day of Us asking You in writing to do so; or
 - 15.2.3 You and We have been unable to agree a revised Start Date under Clause 12;
 - 15.2.4 You do not provide the Plumber with access to the Property or otherwise make it impossible for the Plumber to provide the Services, and We have been unable to contact You to re-arrange the Services under sub-Clause 10.5;
 - 15.2.5 We have been unable to provide the Services for more than 6 weeks due to an event outside of Our control (see Clause 17).
- 15.3 For the purposes of this Clause 15 a breach of the Agreement will be considered 'material' if it is not minimal or trivial in its consequences to the terminating Party. In deciding whether or not a breach is material no regard will be had to whether it was caused by any accident, mishap, mistake or misunderstanding.
- 15.4 If at the termination date:
- 15.4.1 You have made any payment to Us (including, but not limited to, the Deposit, where applicable) for any Services We have not yet provided, these sums will be refunded to You as soon as is reasonably possible, and in any event within 14 calendar days of the termination notice. We may, however, deduct from such a refund (or charge You) reasonable compensation for the net costs We will incur as a result of your breaking the Agreement if We terminate it under sub-Clauses 15.2.1, 15.2.2, or 15.2.4.
 - 15.4.2 We have provided Services that You have not yet paid for, the sums due will be deducted from any refund due to You or, if no refund is due, We will invoice You for those sums and You will be required to make payment in accordance with Clause 6.

16. Effects of Termination

16.1 If the Agreement is terminated for any reason:

16.1.1 Any Clauses which, either expressly or by their nature, relate to the period after the expiry or termination of the Agreement will remain in full force and effect.

16.1.2 Termination will not remove or reduce any right to damages or other remedy which either You or We may have in respect of any breach of the Agreement which exist at or before the date of termination.

17. Events Outside of Our Control (Force Majeure)

17.1 We will not be liable for any failure or delay in performing Our obligations under these Terms and Conditions where the failure or delay results from any cause that is beyond Our reasonable control. Such causes include, but are not limited to: power failure, internet service provider failure, strikes, lock-outs or other industrial action by third parties, riots and other civil unrest, fire, explosion, flood, storms, earthquakes, subsidence, acts of terrorism (threatened or actual), acts of war (declared, undeclared, threatened, actual or preparations for war), epidemic or other natural disaster, or any other event that is beyond Our reasonable control.

17.2 If any event described under this Clause 17 occurs that is likely to adversely affect Our performance of any of Our obligations under these Terms and Conditions:

17.2.1 We will inform You as soon as is reasonably possible;

17.2.2 Our obligations under the Agreement will be suspended and any time limits that We are bound by will be extended accordingly;

17.2.3 We will inform You when the event outside of Our control is over and provide details of any new dates, times or availability of Services as necessary;

17.2.4 You or We may terminate the Agreement (see Clause 15).

18. Liability

18.1 We will be responsible for any foreseeable loss or damage that You may suffer as a result of Our breach of these Terms and Conditions or as a result of Our negligence. Loss or damage is foreseeable if it is an obvious consequence of the breach or negligence or if it is contemplated by You and Us when the Agreement is entered into. We will not be responsible for any loss or damage that is not foreseeable.

18.2 We will maintain suitable and valid insurance including public liability insurance.

18.3 If We cause any damage to the Property, We will make good that damage at no additional cost to You. We are not responsible for any pre-existing faults or damage in or to Your property that We may discover while providing the Services.

18.4 We are not liable for any loss or damage You suffer which results from Your

failure to follow any reasonable instructions given by Us or the Plumber or Gas Technician.

18.5 Nothing in these Terms and Conditions is intended to or will limit or exclude Our liability for death or personal injury caused by Our negligence or for fraud or fraudulent misrepresentation.

18.6 Where you are a Consumer:

18.6.1 Nothing in these Terms and Conditions is intended to or will limit Your legal rights as a Consumer under any consumer protection legislation. For more details of Your legal rights please refer to Your local Citizens Advice Bureau or Trading Standards Office.

18.6.2 We provide Services for domestic and private purposes only. We make no warranty or representation that the Services are fit for commercial, business or industrial purposes of any kind. We will not be liable to You for any loss of profit, loss of business, interruption to business or for any loss of business opportunity.

19. How We Use Your Personal Data (Data Protection)

19.1 All personal information that We may use will be collected, processed, and held in accordance with the provisions of EU Regulation 2016/679 General Data Protection Regulation (“GDPR”) and Your rights under the GDPR.

19.2 For complete details of Our collection, processing, storage, and retention of personal data including, but not limited to, the purpose(s) for which personal data is used, the legal basis or bases for using it, details of Your rights and how to exercise them, and personal data sharing (where applicable), please refer to Our Privacy Notice available from our Website.

20. Other Important Terms

20.1 We may from time to time change these Terms and Conditions without giving You notice, but We will use Our reasonable endeavours to inform You as soon as is reasonably possible of any such changes.

20.2 We may transfer (assign) Our obligations and rights under the Agreement to a third party (this may happen, for example, if We sell Our business). If this occurs We will inform You in writing. Your rights under the Agreement will not be affected and Our obligations under the Agreement will be transferred to the third party who will remain bound by them.

20.3 You may not transfer (assign) Your obligations and rights under the Agreement without Our express written permission (such permission not to be unreasonably withheld).

20.4 The Agreement is between You and Us. It is not intended to benefit any other person or third party in any way and no such person or party will be entitled to enforce any provision of the Agreement.

20.5 If any provision of the Agreement or these Terms and Conditions is held by any competent authority to be invalid or unenforceable in whole or in part the validity of the other provisions of the Agreement or these Terms and Conditions and the remainder of the provision in question will not be affected.

- 20.6 No failure or delay by Us or You in exercising any rights under the Agreement means that We or You have waived that right, and no waiver by Us or You of a breach of any provision of the Agreement means that We or You will waive any subsequent breach of the same or any other provision.

21. Regulations and Information

- 21.1 We are required by the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 to ensure that certain information is given or made available to You as a Consumer before We make Our contract with You (i.e. before You have accepted the Quotation and the Agreement has been signed) except where that information is already apparent from the context of the transaction. We have included the information itself either in the Agreement or Quotation for You to see, or We will make it available to You before the Agreement is signed and you accept the Quotation. All of that information will, as required by the Regulations, be part of the terms of Our contract with You as a Consumer.
- 21.2 As required by the Regulations:
- 21.2.1 all of the information described in sub-Clause 21.1; and
- 21.2.2 any other information which We give to You about the Services, or about Us or Our business which you take into account when deciding to accept the Quotation and sign the Agreement, or when making any other decision about the Services,
- will be a part of the terms of Our contract with You as a Consumer.

22. Law and Jurisdiction

- 22.1 These Terms and Conditions, the Agreement, and the relationship between you and Us (whether contractual or otherwise) shall be governed by, and construed in accordance with the law of England & Wales.
- 22.2 If you are a **Consumer**, you will benefit from any mandatory provisions of the law in your country of residence. Nothing in Sub-Clause 22.1 above takes away or reduces your rights as a consumer to rely on those provisions.
- 22.3 Any dispute, controversy, proceedings or claim between you and Us relating to these Terms and Conditions, the Agreement, or the relationship between you and Us (whether contractual or otherwise) shall be subject to the jurisdiction of the courts of England, Wales, Scotland, or Northern Ireland, as determined by your residency.

SCHEDULE 1

SERVICES

Boiler Maintenance

NB the Customer's attention is drawn to this provision:

Elements of our care packages that is not covered:

- **Misuse**
- **Interference from third party**
- **Scale related problems**
- **Sludge/iron oxide/magnetite related problems**
- **Installations outside manufacturers specifications**

Elements in our care packages that is covered:

- **Level 1 – Boiler Care**
 - The following is covered in the Boiler Care package:
 - Annual Service
 - Repairs including parts and labour to components within the boiler

- **Level 2 – Boiler and Controls:**

The following is covered in the Boiler and Controls Care package:

- Annual service
- Repairs including parts and labour to components within the boiler
- Repairs including parts and labour to boiler controls (timer, room thermostats, hot water thermostats, zone valves, pumps)

- **Level 3 – System Care package:**

The following is covered in the System Care package:

- Annual Service
- Repairs including parts and labour to components within the boiler
- Repairs including parts and labour to boiler controls (timer, room thermostats, hot water thermostats, zone valves, pumps)
- Repairs or replacement radiators (closest match to existing where possible)
- Radiator valves

- Radiator supply pipe work
- Hot water cylinder (if applicable)

A. Boiler Installation

If you opt for installation of your Boiler only, we []

B. One-Off Repair/ Maintenance Job:

Customer's full names:

Customer's address:

Location of Boiler (if different):

Job description:

Start Date / or Job Date:

Price:

VAT:

Bank Details for payment:

Customer Details:

Customer's full names:



Customer's address:

Bank Card details (for payments)

Direct Debit: Y/ N. * *Note further details will be issued for Direct Debit payments.*

ACKNOWLEDGEMENT AND AGREEMENT

SIGNED for and on behalf of

COMPLETE GAS & PLUMBING SERVICES LTD

Authorised Signature

Date: _____

SIGNED by the Customer:

Signature

Date: _____