

AARON

PLUMBING & HEATING
LIMITED

2 MILL RISE ROBERTSBRIDGE EAST SUSSEX TN32 5EF
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DOMESTIC & COMMERCIAL SERVICES
NATURAL GAS LPG OIL

COVER PLAN

2



Cover 2 Terms & Conditions

This cover is only for existing customers who previously had a boiler installed by Aaron Plumbing & Heating Ltd and is for domestic properties only.

We have created our own personal home care cover for all existing customers who had a boiler installed by Aaron Plumbing & Heating Ltd. We believe that we will be able to offer all our customers a much better service than any big name company. Obviously we do not cover everything and you can read what is not covered clearly in the excluded section. However, we cover more than many other companies so it will be well worth comparing. There are no excess charges for our call outs, you simply pay either monthly or in one full payment with a discount and leave the rest to us. There is a minimum 12 month contract and you can stop the cover after 12 months by simply contacting us and letting us know.

TERMS Aaron Plumbing & Heating Ltd will provide the customers with either Yellow, Red or Green cover at the service level the customer requires.

The cover will be provided seven days per week including bank holidays. However, routine repair work including boiler servicing will only be carried out between 8.00am and 6.00pm Monday to Friday. Aaron Plumbing & Heating will endeavour to respond promptly and, if possible, within 24 hours to the customer's request. The covers do not include the excluded works and Aaron Plumbing & Heating Ltd shall be entitled to a charge for the excluded works at its normal hourly rate.

The covers do not include repairs on faults, breakdowns or stoppages deemed by Aaron Plumbing & Heating Ltd to be pre-existing before the commencement date or which occur during the first 28 days of the commencement date unless the work was done by Aaron Plumbing & Heating Ltd.

The request for a plumber/engineer/electrician must be totally genuine and relate to the cover only. If we receive a call out to your property and the problem is not related to the cover provided for you then a charge of £59.00 + vat will be raised and sent to you.

The cover charges are payable in advance either in full by credit/debit card transaction or postal order or monthly by standing order into the bank account nominated by Aaron Plumbing & Heating.

Additional services (including excluded works) and the cost of replacement parts not covered by the specific cover will be the subject of extra charges in accordance with Aaron Plumbing & Heating Ltd and payable within 7 days of the date of the Aaron Plumbing & Heating Ltd's invoice.

To facilitate the provision of Aaron Plumbing & Heating Ltd the customer shall keep and operate the equipment in a proper and prudent manner. Use the equipment in a suitable environment with proper power supplies and in accordance with instructions and advice of the equipment manufacturer and Aaron Plumbing & Heating Ltd. Not move the equipment or make any addition, modification or adjustment to it without Aaron Plumbing & Heating Ltd prior written consent. Have an annual service and safety check completed on the equipment by a Aaron Plumbing & Heating Ltd's Gas Safe registered engineer. Maintain and make available to Aaron Plumbing & Heating Ltd records of the operation, and any malfunction of the equipment. Report all faults of the equipment to Aaron Plumbing & Heating Ltd immediately when the fault occurs and will not seek third party interference with the equipment without the express written consent of Aaron Plumbing & Heating Ltd.

The life of the boiler will defined as 10 years for guarantee purposes.

Aaron Plumbing & Heating shall have no liability for any damage to the customer's property unless occasioned by Aaron Plumbing & Heating Ltd's negligence.