



BERKSHIRE EAST

PLUMBING & HEATING

BASIC HOMECARE PACKAGE

Exclusively available to customers who have had a boiler installed by Berkshire East Plumbing & Heating Ltd (BEPH).

We appreciate that you have chosen us to install your new boiler and in order to keep your warranty with Worcester validated you need to service your boiler every year. BEPH have tailored made this package to ensure that you never miss a service. WE will contact you one month before your service is due to book in.

WHAT'S INCLUDED:

- **Annual boiler service**

DURATION OF COVER

The length of your basic homecare package agreement is a minimum of twelve months. Cover begins on the date that we accept your application until your agreement runs out.

All agreements will automatically be renewed at the end of the agreement term, unless you contact us and inform us that you wish to cancel your policy.

TERMS

BEPH offers three options – Basic Homecare, Homecare, Premium Homecare and - simply choose the service that is right for you.

You will be covered 365 days a year. We will schedule in routine work such as boiler servicing between 8.00am and 5.00pm Monday to Friday. If you have an emergency we aim to get an engineer to you within 24 hours of receiving the call. This does not extend to the exclusions and BEPH will retain the right to charge for such works at our normal hourly rate.

If BEPH attend a call out to your property which is not included in your cover plan then a call out charge of £80 plus VAT will be incurred.

The plan does not include repairs on faults, breakdowns or stoppages deemed by BEPH to be pre-existing before the start date or which occur during the first 28 days of the start date unless the work was carried out by BEPH.

Fees are payable in advance either in full by credit/debit card or monthly by standing order into the bank account nominated by BEPH.

Services (including excluded works) and the cost of replacement parts not covered under the home care package will be subject to additional charges and payable within five working days of receipt of our invoice.

For your cover to be valid all appliances included in the plan must be used in accordance with instructions and advice of the manufacturer and BEPH guidelines. You should not move or make any addition, modification or adjustment to it without BEPH prior written consent. You must have an annual service and safety check completed by a BEPH Gas Safe registered engineer. Maintain and make available to BEPH records of the operation, and any malfunction of the equipment. Report all faults of the equipment to us immediately when the fault occurs and not seek third party interference with the equipment without the express written consent of BEPH.

BEPH reserve the right to terminate the agreement at any time provided that fees paid in advance of the termination date are reimbursed in full. Should you not pay the agreed amount on the due date then BEPH will terminate the agreement immediately and without notice.