

BOILER CARE & SUPPORT PLAN TERMS AND CONDITIONS

You must read these terms and conditions for your benefit and protection. These, together with any changes we notify you about (at renewal or otherwise), form your agreement with us. Please note that the applicability of the terms and conditions outlined in this document will depend on the specific plan you have chosen with Domestic Appliance Guard. The terms relevant to your coverage will be clearly specified on your Certificate of Coverage. We intend to rely on the terms and conditions set out in this document.

Please check that you do not have coverage elsewhere before taking out this cover to avoid overlap with another provider.

National Gas Emergency

If you smell gas, call the National Gas Emergency Service FREE straight away;
United Kingdom 0800 111 999
Northern Ireland 0800 002 001

Definitions

Annual Service: provides a check of your boiler carried out to statutory requirements and in accordance with the manufacturer's recommendations.

Boiler: the boiler protected by this plan, as shown on your certificate (this only includes the parts inside the boiler casing; it does not include the flue). It cannot be a warm air unit, electrical boiler, combined heat power unit or listed in point two of the eligibility section. Your boiler must not be a commercial or industrial grade boiler, such as one with more than 200,000 BTU/HR 58.6K input and/or output. Your product can also include your boiler's controls and the central heating system, depending on your chosen plan.

Central Heating System: the radiators, radiator valves, expansion tank, the above ground, exposed pipework directly associated with the provision of central heating (excluding any taps and their direct supply) and vented hot water cylinders holding less than 40 gallons or 182 litres (please note, we cannot look after unvented pressurised cylinders, their feeds, outlets or controls – these cylinders are ones where water is taken directly from the mains supply, and not from a cold water storage cistern/tank, and can often be identified as a cylinder which is not open to the atmosphere).

Controls: the time control, central heating water circulating pump, motorised valve(s), room thermostat and the cylinder thermostat.

Landlord Gas Safety Inspection – Provides a CP12 gas safety certificate for up to two gas appliances. Additional appliances can be inspected for an extra charge.

Plan: this contract of services.

We/us/our: Domestic Appliance Guard Ltd, the provider of the plan.

You/your: the person named on your certificate.

Your certificate: the personalised section of your plan documentation, sent to you once you have taken out a plan or at renewal.

Our contract with you

- Our acceptance of your application to purchase a protection plan will take place when we email, write, or speak to you to accept it, at which point a contract will come into existence between you and us. Protection will start 30 days after the start date shown on your certificate.
- This plan is not categorised as an insurance product and therefore insurance regulation does not apply. This plan is a contract of services and is governed by UK laws and regulations concerning service contracts.
- This plan does not have a cash value.

Eligibility

- You must be at least 18 years old and resident in the United Kingdom to be eligible.
- Property must not be heated by one of the following; (1) a dual-purpose boiler e.g. Aga, Rayburn (2) a warm air heating system (3) a thermal storage unit (4) an Elson tank (5) a ground/air source system (6) solar/thermal power (7) a combined heat and power system (8) an electric boiler (9) a Potterton Powermax or HE, Sime, Servowarm, Elm Le Blanc, Ideal Isar, Geldhill Boilermate or Keston boiler manufactured before July 2019 (10) any make or model of back boilers.
- Your product must be in full working order and in good condition when this plan starts.
- Your boiler must not be a commercial or industrial grade boiler, such as one with more than 200,000 BTU/HR 58.6K input and/or output.
- It cannot be located on a boat or in a mobile home.

Important conditions and your obligations

The following conditions apply to this plan:

- Your product must have been installed, maintained and used in accordance with the manufacturer's instructions, this includes annual servicing of the boiler of which proof is required if it was not completed by us;
- Your product must be owned by you and kept only for domestic use;
- Your product must be used in a private home, solely occupied by a single household (at the address you gave to us). It cannot be located on a boat or in a mobile home, and your product must be easily accessible and meet all relevant safety standards and be safe to work on;
- You must provide us with any information that we request when you apply for the plan. All information you give must not be false, exaggerated or misleading;
- Your property must not be left unoccupied for more than 60 days.
- When an engineer or representative visits your premises on behalf of Domestic Appliance Guard, it is mandatory for an individual aged 18 or over to be present for the duration of the visit.

Your obligations

- You must inform us if there is a problem with your product and provide us with all the information that we require to progress your claim within 14 days of discovering the incident. You should send any requested documents to the address in 'Customer services details' below.
- You must arrange any work required to make your product accessible and compliant with all relevant safety standards and safe to work on, e.g. you will be responsible for carrying out work required to fix a gas leak. Where you have requested services from us, you must also notify us if such work is required, let us know when it has been completed and provide us with the relevant certification (if applicable). We will not provide our services until you have fulfilled these obligations. If you do not arrange such work within a reasonable timeframe, we may charge you additional costs incurred by us as a result. Please refer to the no-fault found or missed appointment fee in your exclusions.
- In order to deal with your claim fairly and promptly, we may require you to complete and return a claim form which will be provided. The consideration of your claim may be delayed pending receipt of the requested information.
- The use of foul or abusive language will not be tolerated towards any of our employees or sub-contractors.
- If your product breaks down, you must take reasonable steps to limit damage, e.g. stop using it if this is likely to cause further damage.

We won't provide our services until you have fulfilled these obligations. We may end your plan if

you do not comply with the conditions and eligibility requirements above or do not fulfil your obligations above.

What this plan includes?

Breakdown

If your boiler, controls or central heating system suffers a mechanical or electrical breakdown after the end of the manufacturer's parts and labour guarantee period, our customer services team will try to resolve the problem over the telephone. If we are not able to resolve the problem, we will, at our discretion, decide whether to approve a repair. Where a repair is approved, we will then arrange to collect any excess stated in your certificate (if applicable) and authorise an engineer to carry out your repair, or we may also (at our option) decide to pay a contribution towards the cost of a replacement product, in each case subject to these terms and conditions.

Annual service (Optional, included if shown on your certificate)

A check of your boiler carried out to statutory requirements and in accordance with the manufacturer's recommendations (an annual service). For periods of local or national high demand (such as cold weather), we prioritise breakdowns. For this reason, we aim to carry out between the months of April and September.

Landlord Gas Safety Inspection

A Landlord Gas Safety Inspection (CP12) consisting of a gas safety check of up to a maximum of two gas appliances located at your property carried out by an authorised service technician (additional appliances incur extra charges). We will then send you a report to confirm that this check has been carried out. If any part fails the check, we will include the full details in the record. You can also arrange this by contacting us and giving us at least 28 days' notice. Landlords are responsible for their properties and have a duty of care to their tenants. This means that Domestic Appliance Guard is not responsible for the Landlord's Gas Safety Checks being in place or up to date.

Welcome Service

The welcome service is a usual boiler service that includes a physical check of your boiler and/or central heating system provided by Domestic Appliance Guard. If you have not completed or have no proof of your boiler being serviced in the last 12 months, the welcome service must be booked or completed within the first 90 days of your plan start date or the date you change address. We may also, at our discretion conduct a welcome service outside of these conditions.

During the welcome service, our engineer will service your boiler and check that your boiler meets our eligibility criteria and, that your boiler or central heating does not have any pre-existing faults and is in good working order. If the welcome service fails we will either:

- Tell you what needs to be done to fix it and how much it will cost if it is a repair we can complete.
- Remove the boiler or central heating system cover from your plan and adjust your fees accordingly.
- Or, cancel your agreement if you only have cover for your boiler and/or central heating system and provide a refund minus; £99 for the service or £149 for the service and Landlord Gas Safety Inspection (Oil boiler services and inspections incur a further £30 charge). If paying monthly the charge for any service or inspection will become due.

We will make reasonable efforts to arrange your welcome service. If the welcome service has not been booked or completed within 90 days of your plan start date, we may remove the boiler or central heating system cover from your plan and adjust your fees accordingly. At the next renewal, we will then arrange to offer you a similar plan without cover for your boiler. The plan offered may have a different level of excess to your current plan. If a similar plan without boiler cover is not available, your plan will be cancelled. Where a welcome service is required, if you need to make a claim for your boiler and/or central heating system before we have checked your boiler, you will need to have the boiler repaired at your own cost before we will complete the welcome service. Your boiler or central heating system cover will be suspended whilst you make arrangements for the fix to be completed. If you subsequently provide evidence (within 28 days) that the problem has been fixed, we will reinstate your level of cover or agreement.

Information about Annual Servicing and Landlord Gas Safety Inspections

We will remind you about your Annual Service or Landlord Gas Safety Inspection each year. It is up to you to contact us and arrange your Annual Service or Landlord Gas Safety Inspection and you will not be refunded for the cost if you miss the Annual Service or Landlord Gas Safety Inspection during the plan year. Arrange it by calling 0800 678 5271 or contact us via our website for your local authorised engineer. Your plan only includes Annual Service, Welcome Service or Landlord Gas Safety Inspection per year. If an Annual Service, Welcome Service or Landlord Gas Safety Inspection fails or is missed, you will need to pay extra for a re-inspection.

How to request a repair?

To request a repair please contact us as soon as possible via our Contact Us page on our website or by telephone. The telephone number will be shown on your plan document.

Excess

The first part of each claim which you must pay before we will send an engineer to assess the claim, as shown in your certificate. This charge does not apply to subsequent visits made within 30 days from the initial callout.

Limits of the plan

There is no limit to the number of repairs you can request, unless you reach your annual claim limit, or your plan ends, for example, following the write-off of your product (see 'What happens if your product is written-off?' below).

The plan limit

If we approve a repair or a replacement contribution, the plan limit is the most we'll pay in total for repairs and/or towards a replacement for the product. The plan limit is £1,500 for repairs and £750 if your boiler is Written Off. See 'Repairs and write-offs' below to find out how we calculate what you can receive under this plan limit.

Important information about repairs

- Only engineers approved by us are authorised to carry out repairs under this plan unless we agree otherwise in advance.
- Please note that the attending engineer is not authorised by Domestic Appliance Guard to discuss your claim or your plan. All questions with relation to your claim or plan coverage should only be directed to Domestic Appliance Guard. If you request any other services from the attending engineer, then we will not cover the costs or be responsible in any way for these services. Repairs will be carried out within the engineer's normal working hours (which are at least 9 am to 5 pm, Monday and Friday) on a date agreed with you.

- Where we provide replacement parts, they will have similar functionality but not necessarily the same features, make and model or type of fitting.
- Any excess stated on your certificate must be paid before any engineer visits are arranged (where applicable).
- We may at our discretion request a security payment which is payable at the time a claim is reported. This payment arises where there is uncertainty as to whether the claim is covered. The security payment is a fixed payment of £75. If following the diagnosis, the repair agent confirms that the fault is one that is covered this payment will be reimbursed. If the repair agent confirms the fault is not covered there will be no reimbursement of this fee. If this payment is not paid within a reasonable timeframe there is a discretion to decline your claim.
- If we approve a repair but are unable to find an approved engineer, we'll permit you to use your chosen engineer. You will have to pay them and claim the cost back from us. Please keep a copy of your invoice to send to us. If we permit you to use your chosen engineer and the proposed repair is estimated to cost more than the repair limit defined at the time of approval, then you must ring the customer service line on 0800 678 5271 for authorisation before work starts.
- Should there be the presence of hazardous materials or infestation, or should our engineer be subject to any abuse (physical or verbal), our engineer may at their discretion discontinue the service or repair. You will be contacted by Domestic Appliance Guard to discuss the reason behind our engineer's discontinuance and how this might be resolved.
- Any loss, damage or impairment to functionality caused by: earthquake, subsidence, heave, landslip, settlement, sinkhole, flood, lightning, fire, wind, humidity, weather conditions, salt spray, storm or other natural events or catastrophes, abnormally high or low temperatures, plumbing problems, corrosion, chemical exposure, radiation, explosion, sonic boom, sabotage, terrorism, insurrection, revolution, war, riot, armed conflict, civil commotion, rebellion, man-made events or catastrophes or technological hazards (such as computer viruses or date-change faults).
- Damage arising as a result of disconnection from, re-connection to or interruption of the gas, oil, electricity, or water mains services to your home.
- Any appliance not registered under the plan.
- Damage to ceramic or glass surfaces.
- Files lost due to a repair or replacement and your failure to back them up.
- Commercial or business use including use by charities, not-for-profit organisations, local government or other similar organisations (unless we agree to the use in writing beforehand).
- Fraud or attempted fraud, or where the condition of the product is not consistent with the request you made.
- Costs/activities in excess of the claims limit or any specified limit subject to your service agreement.
- Any losses caused by any delay in obtaining spare parts.
- The cost of replacing, repairing or servicing any accessories including external fuses, batteries, rechargeable batteries, power cells, light bulbs changeable by the user, fluorescent tubes and related starter components, filters (including central heating system magnetic filters), attachments, cables and cable joints, plugs, light covers, grills, removable parts, glass and enamel parts, catalytic panels, external piping, rain covers, starter connections and straps, brushes and tubes.
- For products that include software: external data carriers, other input devices (scanners, joysticks, mouse devices), other external controllers (if not included when purchasing the product), installing, modifying, and upgrading software.
- For products with screens: repairs due to pixel failure where the number or location of pixels does not exceed the manufacturer's acceptable limit, marks on the screen, or burned screens.
- Faults arising out of circumstances known to you before cover or within the first 30 days from the original start date of your plan or before a welcome service is carried out (where applicable).
- Damage caused by or arising from accident.
- Reinstatement costs relating to flooring, walls, ceilings and/or any other surface, other than to make your property safe after a repair.
- Any costs for materials and labour needed: to gain access to your boiler or central heating system, to gain access to pipes or wiring within walls, ceilings or underfloor for redecoration, restoration of walls, ceilings fixtures and fittings or replacement of floor coverings once we finish.
- Any work carried out or spare parts not authorised by us in advance.
- Central heating systems and/or heating controls specifically designed for piped or underfloor heating.
- Any part of your boiler, controls or central heating system which directly supplies a swimming pool.
- Issues that don't affect how your central heating system works.
- Intermittent faults which cannot be identified at the time of the approved engineer's attendance.
- A drain down of the central heating system, whether full or partial.
- Previous repairs carried out by a third party that has not been carried out to a satisfactory standard.
- Any incident that occurs in the first 30 days after the plan commencement date is not covered.
- Repairing or a like-for-like replacement of a non-standard radiator (e.g. cast-iron, decorative, customised, or those which curve with the profile of a wall) or of internet-connected controls, thermostats & valves. If a replacement is required to resolve a breakdown, our choice of parts will be fitted. Or you can give the engineer a replacement part that you've bought yourself, that is brand new and that we approve, but we'll only accept responsibility for our workmanship.

Repairs and write-offs

1. If a repair is approved on your product, but:
 - The heat exchanger needs replacing;
 - The boiler needs to be removed from the wall in order to complete a repair;
 - We cannot repair it;
 - We cannot obtain the spare parts to repair it;
 - Repairing it would exceed the plan limit;
 - The repair cost would exceed the cost of the current purchase price of a new product, based on a machine of similar technical specification and with a depreciation of:
 - Up to 5 years old – market value deduction – 0%
 - Between 5 up to 10 years old – market value deduction – 20%
 - 10 years and above – market value deduction – 40%
 then we may elect to provide you with a cash or voucher settlement instead.
2. The vouchers or cash settlement will be based on the age and technical specification of the boiler up to £750 and based on the depreciation below:
 - Up to 5 years old – settlement deduction – 0%
 - Between 5 up to 10 years old – settlement deduction – 20%
 - 10 years and above – settlement deduction – 40%
3. All vouchers or cash settlements will be redeemable from a retailer of our choice and will be valid for 12 months from the date of issue. Voucher settlements will be sent to the last address you gave us. If vouchers are not available, we may provide a cash equivalent.
4. Under this plan you will not receive a replacement boiler and we will therefore not be responsible for any installation or delivery costs.

Confirming the age of your product

If your boiler is written off, our engineer will estimate how old it is. If you disagree, you'll need to show us either the original from new receipt, a dated guarantee or proof of when it was first installed.

What happens if your product is written off?

If we decide to write off your product and to give you vouchers or a cash settlement towards its replacement, your plan may end immediately and any unpaid fee for the current plan period will become due. No fee paid will be refunded. For voucher or cash settlements, we will deduct any fee outstanding for the duration of your plan from the voucher or cash settlement.

What happens if we decide not to approve a repair request?

If we decide not to approve a repair request that would otherwise be covered under the terms of your plan, we will inform you. Please note that if any other work has been carried out under your plan during the current period, the cost of such work will be deducted from any refunds due or will become due if you are paying monthly. Your plan will then be terminated immediately, and no further amounts will be payable. Written confirmation will be sent to the last address you provided us.

Additional work

If our engineer recommends any remedial or maintenance works during a boiler service or breakdown, the repairs must be carried out within 28 days of notification or further claims may be rejected. We will not pay for costs incurred where you have been advised of the need to carry out permanent repair work to avoid repetitive situations leading to a breakdown and/or failure.

General exclusions

Unless they are listed under the 'Special Conditions' section or the 'What this plan includes' section, the following are excluded from the plan, and we will not pay for repairs which relate to:

- Damage during delivery, installation or transportation of the product by a third party who is not our agent.
- Any item not forming part of your plan coverage as shown on your certificate and defined in these terms.
- Payment of any excess stated on your certificate.
- We are not responsible for your internet connection nor the data transmission to or from any boiler, appliance, device or control system.
- Any breakdown cost already covered by any manufacturer's supplier's or repairer's guarantee or warranty on a product.
- Any repair of your equipment once deemed Beyond Economic Repair.
- Replacement or recall of the product (or any part) by a supplier or manufacturer.
- Any incidents where the root cause of the problem stems from a communal area that you do not have sole responsibility for.
- Modifying or making a product comply with legislation, work on the product that is only required due to legislation changes or making it safely accessible.
- Your failure to follow the manufacturer's instructions.
- Any problem with the supply of electricity, gas, water, broadband or broadcast content.
- Repairs carried out outside of your country of residence.
- Costs or loss arising from not being able to use your product, or incidental costs caused by breakdown or repair (e.g. costs to remove or reinstate built-in or fitted equipment).
- Damage to any other property or possessions unless it is our fault.
- Cosmetic damage such as damage to paintwork, dents or scratches.
- Any loss, damage or impairment to functionality caused by: theft, attempted theft, neglect, deliberate damage or damage caused by animals, plants, trees, mould, fungus, or any other microorganism or substance which poses an actual threat to human health.
- No fault found or missed appointment fees, these fees are charged at £84 and are not covered by the plan and are only payable by you if the engineer attends to a repair and there is no fault found, the fault is caused by failure to complete normal day to day maintenance, nobody to provide access to the property, nobody aged 18 or over at the property, the product is inaccessible or unsafe for our engineer to work on, or the engineer is unable to park their vehicle nearby.

Special exclusions

In addition to the 'General exclusions' above, the following are excluded from the plan, and we will not pay for repairs which relate to:

- Any work arising from hard water scale deposits in the central heating system.
- Sludge or blockages (including carrying out a powerflush).
- Routine maintenance, cleaning, re-gassing, re-pressurising or balancing of the central heating system, adjustments to timing, temperature and other controls of the central heating boiler, venting (bleeding) of radiators (except following an approved repair under this plan), the addition of corrosion inhibitors or servicing (unless stated on your certificate).
- Work on anything not part of the product, for example, warm air units, electrical boiler or combined heat power units, below-ground or non-exposed pipework, energy management systems, unvented pressurised cylinders, convector heaters, kick space heaters, towel heaters/rails, underfloor heating, heat pumps, shower pumps, immersion heaters, solar panels, fuel lines to the boiler and the flue systems from the boiler, the cold water supply tank, its feed or outlet, taps, any pipework, controls or other parts associated with any of these items.
- Work on non-standard exposed pipework (i.e. greater than 1 inch or 2.5cm in diameter).
- External water supply stopcock, if we can't turn off your external water supply it is your responsibility to contact your water supplier to turn it off.
- For any boiler or central heating system that has not been serviced in the last 12 months, in line with the manufacturers and/or Gas Safe recommendations, or any systems not installed properly or in line with manufacturer guidelines. We will require proof of the service before any work is carried out. Confirmation of service will only be accepted on the production of a valid service document.
- Any situation where due to health and safety, a specialist person is required, e.g. where asbestos is present, where an infestation is present, removal or disturbance of hazardous material.
- The replacement of oil nozzles and igniters.
- Any upgrades or improvements, for example, installation of magna clean filters, where we have told you an improvement is necessary, we may not continue to make repairs to that part of your boiler, appliance or central heating system unless the work has been carried out.
- Completing a Landlord Gas Safety Inspection unless stated on your certificate.
- Replacing lead, steel or iron pipes, rusting, corrosion, general wear and tear and/or gradual deterioration.
- Arrangement of your product replacement.

Fraud

You must not act in a fraudulent way. If you or anyone acting for you or the user:

- makes a claim under the plan knowing the claim to be false or exaggerated in any way;
- makes a statement in support of a claim knowing the statement to be false in any way;
- sends us any documentation in support of a claim knowing the documentation to be forged or false in any way;
- makes a claim for any loss caused by your deliberate act or with your agreement; then we:
 - o will not pay the claim or any other claim which has been or will be made under this plan;
 - o may declare the plan void;
 - o will be entitled to recover from you the amount of any claim already paid under the plan;

o will not return any of the fees;
o may pass your details to the authorities should it become necessary for investigative purposes. We reserve the right to terminate the plan when we identify any false information you provided or if a fraudulent claim is established.

Pay your fees

- If you pay the monthly fees (inclusive of all applicable taxes) by Direct Debit or Debit Payment, you must make regular payments in accordance with the 'Payment's schedule' set out in your plan documentation. If we are unable to collect a payment from your bank, we may attempt to request payment again unless you advise us otherwise. When you have paid the monthly fees by Direct Debit or Debit Payment for the number of consecutive months shown in the 'Payment's schedule', if the initial plan period has not yet expired, no further payment will be taken for the remainder of the initial plan period, unless and until your plan renews for a further period (see 'Duration and renewal of your plan' below).
- If instead, you choose to pay all the fees for the period in advance in one payment, you must pay this amount (inclusive of all applicable taxes) before the plan will start.
- We may use a collection agency to recover any amount owing to us.
- If you do not pay for your plan on time, it will be suspended from the due date. Any requests for repairs past this date will not be considered for approval unless payment is received.
- At the point of making a claim, the remaining Premium balance, for the year, becomes due.
- Any excess due (if applicable) must be made in the way of a Debit Payment from a Visa Debit or Mastercard.

Duration and renewal of your plan

- The initial plan period begins on the 'start date' and continues until the 'renewal date', as specified in your certificate (unless ended in accordance with these terms and conditions).
- Before your plan ends, we will email or write to you about renewing. Your renewal notice will show the new amount to pay. The fee payable may increase at renewal.
- If you pay by Direct Debit or Debit payment, each year your protection will automatically continue for another year at renewal unless you tell us otherwise. Unless you have advised otherwise, the renewal fee will again be collected from your specified bank account, to ensure you are always protected.
- If you pay by any other means, you will need to make payment for your plan to continue.
- A cooling off period (lasting 14 days from renewal of the plan or the day on which you receive your renewal documentation, whichever is the latter) applies at the renewal of your plan.
- We reserve the right not to offer you a renewal on your plan.

How to cancel

- If you wish to cancel your plan, please contact us on 0800 678 5271. You can also cancel by writing to us at the address specified in the 'Customer Service Details' Section. If you are paying by Direct Debit and tell your bank to cancel your Direct Debit instruction, but do not contact us first, we will not immediately cancel your plan. If you do wish to cancel, please contact us directly to avoid any communications regarding outstanding payments.
- All our contracts are fixed term which means you can cancel your contract at any time before the renewal. The cancellation will take effect when the contract period is over. You have a cooling off period, 14 days from the start of your contract, within which you can cancel your contract immediately without penalty.

If you cancel your plan within the 14 days cooling off period

- If you are in your cooling off period, we'll cancel your care package from the date you tell us and we'll refund you for the whole amount you have already paid, as long as we have not carried out any work under your contract. If we've carried out work for you before the cooling-off period ends and then you cancel your contract, you will have to pay the full cost of the repair and/or any fixed service, welcome service or Landlord Gas Safety Inspection fees.

If you cancel after 14 days

- If you cancel outside of your cooling-off period, we'll cancel your care package from the date you tell us, but you will have to pay the remaining balance outstanding under the contract. For example, if you have 5 months left of your contract you will need to pay an amount equivalent to 5 outstanding payments.

Our right to cancel your plan or bring it to an end

If you fail to comply with certain conditions and obligations (see 'important conditions and your obligations' above) we may bring your plan to an end, and we will not provide any further services to you under this plan.

- We reserve the right to cancel your plan by giving you fourteen (14) days' written notice if we are to stop providing the service.
- If we discover a fault in your welcome service and choose not to downgrade your cover to exclude the boiler, we may cancel your plan.
- In each case, we'll confirm any such ending or cancellation of the plan in writing to the last address you gave us.
- Monthly paid plans will not receive any refund, annually paid plans will receive a pro-rata refund minus any repair, inspection or servicing costs.

Fixed Fees

Boiler service, welcome service, or Landlord Gas Safety Inspection - £99 (+ £30 for oil boilers)
Boiler service or welcome service & Landlord Gas Safety Inspection - £149 (+ £30 for oil boilers)
No fault found or missed appointment Fee - £84
Security payment - £75

Customer service details

For customer services: call 0800 678 5271, write to us at Domestic Appliance Guard Ltd, Upper Ground Floor, Streat Place, St Peters Road, Bournemouth, BH1 2LT or email us at info@domesticapplianceguard.com
Calls may be recorded and monitored for quality and training purposes.
Lines are open 24 hours per day, 365 days per year.

How to complain

If you wish to complain or are unhappy with the service provided, please contact our customer services team (see 'Customer services details' above).

Transferring your plan to a new owner

With our permission, you may transfer your plan to a new owner of the product by giving us their details either over the telephone or in writing. You cannot transfer it to any other appliance (except for replacements of your product provided under a manufacturer's guarantee).

Moving these contracts to an insurance contract

If we move to become an insurance provider in the future (as we plan to) you agree that we can move you to an insurance contract. The agent will write to you if in the future it transfers in full or in part the arranging and administration of your plan to another arranger and/or agent to confirm the details of the new provider and give you details of any changes to the terms and conditions of

this service. You hereby authorise the agent to transfer data for the purposes set out above, including data defined as 'sensitive' personal data' GDPR and consent to the new arranger and/or agent being able to offer continuation of service to you. If at any time you wish to withdraw your agreement to this, please let the agent know by writing to the registered address.

Changes to these terms and conditions

We may modify or replace these terms and conditions in order to:

- Comply with the law, regulations, industry guidance or codes of practice;
- Rectify errors or ambiguities; and
- Reflect changes in the scope or nature of the protection provided to you.

We will give you thirty (30) days written notice of any change that could have a material effect on your rights or obligations. The new terms and conditions will take effect from the date specified in the notice. If you do not agree with the changes, you may cancel the plan by notifying us within that notice period and you will receive a pro-rata refund of any payments that you have made for the unexpired period of your plan less any repair, inspection or servicing costs incurred by us.

Important data protection information

Domestic Appliance Guard Ltd and its business partners will use your information (which you or others have provided to us) to provide the requested service and for administration (including the recovery of any amounts owing, where applicable), marketing, market research, customer surveys, regulatory reporting, to check and verify your identity and analytics and testing purposes. Your information may also be shared with other members of the Domestic Appliance Guard Group of Companies and selected companies acting on our behalf. We, along with other members of the Domestic Appliance Guard Group of Companies, its business partners and third parties may use your information to tell you about any offers, products or services which may be of interest to you. You may therefore be contacted by mail, telephone, email and/or other electronic messaging services unless you wish to opt out of receiving marketing preferences or if you wish to opt out of receiving marketing information, please let us know by writing to: Upper Ground Floor, Streat Place, St Peters Road, Bournemouth, BH1 2LT or email us at info@domesticapplianceguard.com
If you do not wish to be contacted for marketing purposes by mail or telephone write to us at the address above.

Exclusion of third-party rights

This plan is only for your benefit. No rights or benefits will be given to any other third party under the plan.

Governing law and statutory rights

We will communicate with you in English and English Law will apply unless we agree otherwise with you. Nothing in the conditions will reduce or affect your statutory rights; for further information about your statutory rights contact your local authority Trading Standards Department or Citizens Advice Bureau.

Customers with disabilities

We offer a number of services for customers who have disabilities including providing our documents in Braille, large print or audio formats. For further information please contact us (see 'Customer services details' above).

Special conditions

See plan document.

Company information

This plan is provided by Domestic Appliance Guard Ltd. Registered in England and Wales. Company No. 10864196.
Registered office: Upper Ground Floor, Streat Place, St Peters Road, Bournemouth, BH1 2LT



The Direct Debit Guarantee.

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

- If there are any changes to the amount, date or frequency of your Direct Debit Domestic Appliance Guard Ltd will notify you 3 working days in advance of your account being debited or as otherwise agreed. If you request Domestic Appliance Guard Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Domestic Appliance Guard Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
- If you receive a refund you are not entitled to, you must pay it back when Domestic Appliance Guard Ltd asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.