

# Summary of the Terms and Conditions of GascoCare

Full terms & conditions will be supplied with your welcome pack.

## 1. COST OF COVER

GascoCare is available for the cost of **£120.00 inc VAT** for twelve (12) months. Monthly instalments of **£10.00 inc VAT** can also be made payable to Gasco (UK) Ltd by standing order (for a period of twelve (12) months). A minimum period of five months (5) must elapse before a full service can be carried on the **central heating boiler** (only applicable if paying by standing order).

## 2. PAYMENTS

Payments can be made:

Annually in advance by cheque, debit or credit card;

Monthly by standing order;

## ADMINISTRATION TERMS AND CONDITIONS

This cover is arranged and administered for **you** by Gasco (UK) Ltd. Unit 5 Hive Works, Bridgnorth, Shropshire. WV15 5BT.

- 1. Minimum Term of Cover:** The minimum term period for GascoCare boiler cover plan is twelve (12) months.
- 2. Cancellation:** Please be aware of **your** statutory cancellation rights, which run for fourteen (14) days from the date of commencement on the application form. If you wish to cancel your GascoCare boiler cover, you must contact Gasco (UK) Ltd immediately and provide in writing your reasons for cancellation.
- 3. Collection of Payment:** Gasco (UK) Ltd. will arrange monthly standing orders over a period of twelve (12) months from the bank account details **you** provide. **You** may choose to pay for your GascoCare cover in one upfront payment, by cheque, debit card, credit card, or bank transfer. If **you** fail to make a payment your GascoCare cover plan will be temporarily suspended until the matter has been resolved. Gasco (UK) Ltd reserve the right to cancel your GascoCare cover plan if you do not pay the full amount due within thirty (30) days of Gasco (UK) Ltd. raising the issue. Any outstanding payments will be requested and upon receipt of cleared funds **your** cover will restart.
- 4. Change of Address:** **You** are responsible for informing Gasco (UK) Ltd of a change of your address, so that cover may be transferred to **your** new **property**. (Please note, the boiler in **your** new home must meet **the** boiler eligibility criteria). Please phone 01746 762000 to advise Gasco (UK) Ltd. of **your** new address or write to Unit 5 Hive Works, Bridgnorth, Shropshire. WV15 5BT.
- 5. Complaints:** If you have a complaint relating to an administrative matter, please phone 01746 762000 or write to Gasco (UK) Ltd. Customer Relations Department, Unit 5 Hive Works, Bridgnorth, Shropshire. WV15 5BT. **We** will do our best to resolve this to **your** satisfaction.

## WHAT IS INCLUDED / COVERED?

1. A full service of **your central heating boiler**.
2. The **central heating boiler** and the internal components.
3. Faults that are specific to the **central heating boiler**.

## EXCLUSIONS

1. Hot water cylinders and storage tanks.
2. Unvented hot water cylinders and ancillary components.
3. All flow and return pipe work from and to the boiler.
4. All gas supply pipe work.
5. External time and temperature controls.
6. External central heating circulation pumps.
7. All external central heating system components that are not part of the **central heating boiler**.
8. Radiators and towel warmers (and associated valves).
9. Descaling and any work arising from hard water scale deposits or damage caused by aggressive water or sludge resulting from corrosion.
10. Re-pressurising of any sealed systems.
11. All type of showers.
12. Faults caused by all weather conditions including freezing. Frozen condensate traps and pipe work. Frozen boilers, radiators, heating system pipe work and system components.
13. Unblocking drains, soak-aways, outflow pipes, mains cold water stop taps, mains water pumps, water softeners and filters.
14. Magnetic scale filters and scale reducers or faults attributed to their failure.