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OUR TERMS

1. THESE TERMS

- 1.1 **What these terms cover.** These are the terms and conditions on which we supply products to you, whether these are goods or services.
- 1.2 **Why you should read them.** Please read these terms carefully before you submit your order to us. These terms tell you who we are, how we will provide products to you, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these terms, please contact us to discuss.

2. INFORMATION ABOUT US AND HOW TO CONTACT US

- 2.1 **Who we are.** We are Green Flame Plumbing, Heating & Renewables, a company registered in England and Wales. Our company registration number is 09275661 and our registered office is at **Unit 53 Space Business Centre Olympus Park, Quedgeley, Gloucester, England, GL2 4AL**. Our registered VAT number is 20137584.
- 2.2 **How to contact us.** You can contact us by telephoning us on 01452 412549 or by writing to us at cpearse@g-flame.com, or at our office address at Unit 53 Space Business Centre Olympus Park, Quedgeley, Gloucester, England, GL2 4AL.
- 2.3 **How we may contact you.** If we have to contact you we will do so by telephone or by writing to you at the email address or postal address you provided to us in your order.
- 2.4 **"Writing" includes emails.** When we use the words "writing" or "written" in these terms, this includes emails.
- 2.5 **"Products"** refers to both the services and the goods that we supply.
- 2.6 **"Plans"** refers to maintenance care plans as detailed in Schedule 1 which are a form of services included in our Products.

3. OUR CONTRACT WITH YOU

- 3.1 **How we will accept your order.** Our acceptance of your order will take place when we email or write to you to accept it, at which point a contract will come into existence between you and us.
- 3.2 **If we cannot accept your order.** If we are unable to accept your order, we will inform you of this and will not charge you for the product. This might be because the product is out of stock, because of unexpected limits on our resources which we could not reasonably plan for, because we have identified an error in the price or description of the product or because we are unable to meet a deadline you have specified.
- 3.3 **Your order number.** We will assign an order number to your order and tell you what it is when we accept your order. It will help us if you can tell us the order number whenever you contact us about your order.
- 3.4 **We only sell to the UK.** Our brochures and marketing material is solely for the promotion of our products in the UK. Unfortunately, we do not accept orders from addresses outside the UK.

4. **YOUR RIGHTS TO MAKE CHANGES**

If you wish to make a change to the product you have ordered please contact us. We will let you know if the change is possible. If it is possible we will let you know about any changes to the price of the product, the timing of supply or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change. If we cannot make the change or the consequences of making the change are unacceptable to you, you may want to end the contract (see clause 7, Your rights to end the contract). Any change that we do agree with you must be in writing as a revision or addition to the contract. We may use the form at Schedule 4 to record the change.

5. **OUR RIGHTS TO MAKE CHANGES**

5.1 **Minor changes to the products.** We may change the product:

- (a) to reflect changes in relevant laws and regulatory requirements; and
- (b) to implement minor technical adjustments and improvements. These changes will not materially affect your use of the product.

5.2 **More significant changes to the products and these terms.** In addition, we may make more significant changes the product, but if we do so we will notify you and you may then contact us to end the contract before the changes take effect and receive a refund for any products paid for but not received. We may use the form at Schedule 4 to record the change.

6. **PROVIDING THE PRODUCTS**

6.1 **Delivery costs.** The costs of delivery of any goods will be included in the price of your order.

6.2 **When we will provide the products.** During the order process we will let you know when we will provide the products to you. If the products are ongoing services and subscriptions, we will also tell you during the order process when and how you can end the contract

- (a) **If the products are goods.** If the products are goods we will deliver them to you on or before providing our services to you.
- (b) **If the products are one-off services.** We will begin the services on the date agreed with you during the order process. The estimated completion date for the services is as told to you during the order process.
- (c) **If the products are ongoing services including Plans.** We will supply the services to you until either the services are completed or the subscription expires (if applicable) or you end the contract as described in clause 7 or we end the contract by written notice to you as described in clause 9.

6.3 **We are not responsible for delays outside our control.** If our supply of the products is delayed by an event outside our control then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any products you have paid for but not received.

- 6.4 **If you do not allow us access to provide services.** If you do not allow us access to your property to perform the services as arranged (and you do not have a good reason for this) we may charge you additional costs incurred by us as a result. If, despite our reasonable efforts, we are unable to contact you or re-arrange access to your property we may end the contract and clause 9.2 will apply.
- 6.5 **When you become responsible for the goods.** A product which is goods will be your responsibility from the time we deliver and have installed the goods to the address you gave us.
- 6.6 **When you own goods.** You own a product which is goods once we have received payment in full.
- 6.7 **Reasons we may suspend the supply of products to you.** We may have to suspend the supply of a product to:
- (a) deal with technical problems or make minor technical changes;
 - (b) update the product to reflect changes in relevant laws and regulatory requirements;
 - (c) make changes to the product as requested by you or notified by us to you (see clause 5).
- 6.8 **Your rights if we suspend the supply of products.** We will contact you in advance to tell you we will be suspending supply of the product, unless the problem is urgent or an emergency. If we have to suspend the product for longer than one month in any year we will adjust the price so that you do not pay for products while they are suspended. You may contact us to end the contract for a product if we suspend it, or tell you we are going to suspend it, in each case for a period of more than one month in any year and we will refund any sums you have paid in advance for the product in respect of the period after you end the contract.
- 6.9 **We may also suspend supply of the products if you do not pay.** If you do not pay us for the products when you are supposed to (see clause 11.5) and you still do not make payment within 7 days of us reminding you that payment is due, we may suspend supply of the products until you have paid us the outstanding amounts. We will contact you to tell you we are suspending supply of the products. We will not suspend the products where you dispute the unpaid invoice (see clause 11.7). We will not charge you for the products during the period for which they are suspended. As well as suspending the products we can also charge you interest on your overdue payments (see clause 11.6).
- 6.10 **Products supplied by third parties.** If you require additional products outside of the products we have agreed to provide to you, whether those products are goods or services, and you ask us to instruct another party to provide those products, then we have no responsibility for those products, or any losses they may directly or indirectly cause you to incur.

7. YOUR RIGHTS TO END THE CONTRACT

- 7.1 **You can always end your contract with us.** Your rights when you end the contract will depend on what you have bought, whether there is anything wrong with it, how we are performing and when you decide to end the contract:
- (a) **If what you have bought is faulty or misdescribed you may have a legal right to end the contract** (or to get the product repaired or replaced or a service re-performed or to get some or all of your money back), **see** clause 10;
 - (b) **If you want to end the contract because of something we have done or have told you we are going to do, see** clause 7.2;
 - (c) **If you have just changed your mind about the product, see** clause 7.3. You may be able to get a refund if you are within the cooling-off period, but this may be subject to deductions and you will have to pay the costs of return of any goods.
- 7.2 **Ending the contract because of something we have done or are going to do.** If you are ending a contract for a reason set out at (a) to (e) below the contract will end immediately and we will refund you in full for any products which have not been provided and you may also be entitled to compensation. The reasons are:
- (a) we have told you about an upcoming change to the product or these terms which you do not agree to (see clause 5.2);
 - (b) we have told you about an error in the price or description of the product you have ordered and you do not wish to proceed;
 - (c) there is a risk that supply of the products may be significantly delayed because of events outside our control;
 - (d) we have suspended supply of the products for technical reasons, or notify you we are going to suspend them for technical reasons, in each case for a period of more than one month in any year; or
 - (e) you have a legal right to end the contract because of something we have done wrong (including because we have delivered late).
- 7.3 **Exercising your right to change your mind (Consumer Contracts Regulations 2013).** For most products bought off-premises you have a legal right to change your mind within 14 days and receive a refund. These rights, under the Consumer Contracts Regulations 2013, are explained in more detail in these terms.
- 7.4 **When you don't have the right to change your mind.** You do not have a right to change your mind in respect of:
- (a) services, once these have been completed, even if the cancellation period is still running;
 - (b) products sealed for health protection or hygiene purposes, once these have been unsealed after you receive them;
 - (c) any products which become mixed inseparably with other items after their delivery.

- 7.5 **How long do I have to change my mind?** How long you have depends on what you have ordered and how it is delivered.
- (a) **Have you bought services?** If so, you have 14 days after the day we email you to confirm we accept your order. However, once we have completed the services you cannot change your mind, even if the period is still running. If you cancel after we have started the services, you must pay us for the services provided up until the time you tell us that you have changed your mind.
 - (b) **Have you bought goods?** Unless you do not have the right to change your mind (see clause 7.4) so you have 14 days after the day you (or someone you nominate) receives the goods, **unless**:
 - (i) **Your goods are split into several deliveries over different days.** In this case you have until 14 days after the day you (or someone you nominate) receives the last delivery to change your mind about the goods.
 - (ii) **Your goods are for regular delivery over a set period.** In this case you have until 14 days after the day you (or someone you nominate) receives the first delivery of the goods.

8. HOW TO END THE CONTRACT WITH US (INCLUDING IF YOU HAVE CHANGED YOUR MIND)

- 8.1 **Tell us you want to end the contract.** To end the contract with us, please let us know by doing one of the following:
- (a) **Phone or email.** Call customer services on [Customer Services Number] or email us at [best office email address] Please provide your name, home address, details of the order and, where available, your phone number and email address.
 - (b) **By post.** Write to us at Unit 53 Space Business Centre Olympus Park, Quedgeley, Gloucester, England, GL2 4AL including details of what you bought, when you ordered or received it and your name and address.
- 8.2 **Returning products after ending the contract.** If you end the contract for any reason after products have been dispatched to you or you have received them, you must return them to us. You must either return the goods in person to where you bought them, post them back to us or (if they are not suitable for posting) allow us to collect them from you. Please call customer services to discuss how they can be returned. If you are exercising your right to change your mind you must send off the goods within 14 days of telling us you wish to end the contract.
- 8.3 **When we will pay the costs of return.** We will pay the costs of return:
- (a) if the products are faulty or misdescribed;
 - (b) if you are ending the contract because we have told you of an upcoming change to the product or these terms, an error in pricing or description, a delay in delivery due to events outside our control or because you have a legal right to do so as a result of something we have done wrong; or
 - (c) If you are exercising your right to change your mind in respect of goods which were delivered to your home when the contract was entered into and the goods are not suitable for posting.
 - (d) In all other circumstances you must pay the costs of return.

- 8.4 **What we charge for collection.** If you are responsible for the costs of return and we are collecting the product from you, we will charge you the direct cost to us of collection.
- 8.5 **How we will refund you.** We will refund you the price you paid for the products including delivery costs, by the method you used for payment. However, we may make deductions from the price, as described below.
- 8.6 **Deductions from refunds if you are exercising your right to change your mind.** If you are exercising your right to change your mind:
- (a) We may reduce your refund of the price (excluding delivery costs) to reflect any reduction in the value of the goods, if this has been caused by your handling them in a way which would not be permitted in a shop. If we refund you the price paid before we are able to inspect the goods and later discover you have handled them in an unacceptable way, you must pay us an appropriate amount.
 - (b) Where the product is a service, we may deduct from any refund an amount for the supply of the service for the period for which it was supplied, ending with the time when you told us you had changed your mind. The amount will be in proportion to what has been supplied, in comparison with the full coverage of the contract.
- 8.7 **When your refund will be made.** We will make any refunds due to you as soon as possible. If you are exercising your right to change your mind then:
- (a) If the products are goods and we have not offered to collect them, your refund will be made within 14 days from the day on which we receive the product back from you or, if earlier, the day on which you provide us with evidence that you have sent the product back to us. For information about how to return a product to us, see clause 9.8.
 - (b) In all other cases, your refund will be made within 14 days of your telling us you have changed your mind.

9. OUR RIGHTS TO END THE CONTRACT

- 9.1 **We may end the contract if you break it.** We may end the contract for a product at any time by writing to you if:
- (a) you do not make any payment to us when it is due and you still do not make payment within 7 days of us reminding you that payment is due;
 - (b) you do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the products;
 - (c) you do not, within a reasonable time, allow us to deliver the products to you or collect them from us;
 - (d) you do not, within a reasonable time, allow us access to your premises to supply the services;
 - (e) you do not comply with your responsibilities in Schedule 3.
- 9.2 **You must compensate us if you break the contract.** If we end the contract in the situations set out in clause 9.1 we will refund any money you have paid in advance for products we have not provided but we may deduct or charge you reasonable compensation for the net costs we will incur as a result of your breaking the contract.

- 9.3 **We may withdraw the product.** We may write to you to let you know that we are going to stop providing the product. We will let you know at least 7 days in advance of our stopping the supply of the product (except in the case of emergency, circumstances beyond our control or, in the case of Plans, where we reasonably consider it is uneconomical to continue to provide the services) and will refund any sums you have paid in advance for products which will not be provided.

10. IF THERE IS A PROBLEM WITH THE PRODUCT

- 10.1 **How to tell us about problems.** If you have any questions or complaints about the product, please contact us. You can telephone our customer service team at [Customer Service Number] or write to us at Unit 53 Space Business Centre Olympus Park, Quedgeley, Gloucester, England, GL2 4AL.
- 10.2 **Summary of your legal rights.** We are under a legal duty to supply products that are in conformity with this contract. See the box below for a summary of your key legal rights in relation to the product. Nothing in these terms will affect your legal rights.

Summary of your key legal rights

This is a summary of your key legal rights. These are subject to certain exceptions. For detailed information please visit the Citizens Advice website www.adviceguide.org.uk or call 03454 04 05 06.

If your product is goods the Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected life of your product your legal rights entitle you to the following:

- a) Up to 30 days: if your item is faulty, then you can get a refund.
- b) Up to six months: if your faulty item can't be repaired or replaced, then you're entitled to a full refund, in most cases.
- c) Up to six years: if the item can be expected to last up to six years you may be entitled to a repair or replacement, or, if that doesn't work, some of your money back.

If your product is **services**, for example the Consumer Rights Act 2015 says:

- a) You can ask us to repeat or fix a service if it's not carried out with reasonable care and skill, or get some money back if we can't fix it.
- b) If you haven't agreed a price upfront, what you're asked to pay must be reasonable.
- c) If you haven't agreed a time upfront, it must be carried out within a reasonable time.

- 10.3 **Your obligation to return rejected products.** If you wish to exercise your legal rights to reject products you must either return them in person to where you bought them, post them back to us or (if they are not suitable for posting) allow us to collect them from you. We will pay the costs of postage or collection. Please call customer services on [Customer Service number] or email or write to us at Unit 53 Space Business Centre Olympus Park, Quedgeley, Gloucester, England, GL2 4AL for a return label or to arrange collection.

11. PRICE AND PAYMENT

- 11.1 **Where to find the price for the product.** The price of the product (which includes VAT) will be the price indicated in on your order form. We take all reasonable care to ensure that the price of the product advised to you is correct. However please see clause 11.4 for what happens if we discover an error in the price of the product you order.
- 11.2 **Minimum call-out fee for services.** If you ask us to attend at your premises to provide products a minimum 1 hour fee per attendance will be payable by you, unless your services are covered by a Plan, or we are required to attend to remedy a fault in the services we have provided. Any additional time over and above the first hour will be charged.
- 11.3 **We will pass on changes in the rate of VAT.** If the rate of VAT changes between your order date and the date we supply the product, we will adjust the rate of VAT that you pay, unless you have already paid for the product in full before the change in the rate of VAT takes effect.
- 11.4 **What happens if we got the price wrong.** It is always possible that, despite our best efforts, some of the products we sell may be incorrectly priced. We will normally check prices before accepting your order so that, where the product's correct price at your order date is less than our stated price at your order date, we will charge the lower amount. If the product's correct price at your order date is higher than the price stated to you, we will contact you for your instructions before we accept your order. If we accept and process your order where a pricing error is obvious and unmistakable and could reasonably have been recognised by you as a mispricing, we may end the contract, refund you any sums you have paid and require the return of any goods provided to you.
- 11.5 **When you must pay and how you must pay.**
you must make an advance payment of 25% of the price of the products, before we start providing them. We will invoice you for the balance of the price of one-off services when we have completed them. If we are supplying on-going services you will pay for them each month. You must pay each invoice within 7calendar days after the date of the invoice.
- 11.6 **We can charge interest if you pay late.** If you do not make any payment to us by the due date we may charge interest to you on the overdue amount at the rate of 12% a year. This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You must pay us interest together with any overdue amount.
- 11.7 **What to do if you think an invoice is wrong.** If you think an invoice is wrong please contact us promptly to let us know. You will not have to pay any interest until the dispute is resolved. Once the dispute is resolved we will charge you interest on correctly invoiced sums from the original due date.

12. OUR RESPONSIBILITY FOR LOSS OR DAMAGE SUFFERED BY YOU

- 12.1 **We are responsible to you for foreseeable loss and damage caused by us.** If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process.
- 12.2 **We do not exclude or limit in any way our liability to you where it would be unlawful to do so.** This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the products as summarised at clause 10.2; and for defective products under the Consumer Protection Act 1987.
- 12.3 **When we are liable for damage to your property.** If we are providing services in your property, we will make good any damage to your property caused by us while doing so. However, we are not responsible for the cost of repairing any pre-existing faults or damage to your property that we discover while providing the services.
- 12.4 **We are not liable for business losses.** We only supply the products for domestic and private use. If you use the products for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity. Landlords: We are not liable for business losses. We Supply the product directly to yourself, the landlord. We are not liable for any loss of rental income occurring from any issues the policy covered and damage caused from any incidents from the policy.

13. HOW WE MAY USE YOUR PERSONAL INFORMATION

How we will use your personal information. We will only use your personal information as set out in our Privacy Policy. You can find our Privacy Policy on our website.

14. OTHER IMPORTANT TERMS

- 14.1 **We may transfer this agreement to someone else.** We may transfer our rights and obligations under these terms to another organisation. We will always tell you in writing if this happens and we will ensure that the transfer will not affect your rights under the contract.
- 14.2 **You need our consent to transfer your rights to someone else (except that you can always transfer our guarantee).** You may only transfer your rights or your obligations under these terms to another person if we agree to this in writing. However, you may transfer our guarantee at clause 7.4 to a person who has acquired the product or, where the product is services, any item or property in respect of which we have provided the services. We may require the person to whom the guarantee is transferred to provide reasonable evidence that they are now the owner of the relevant item or property, for example by producing their ownership documents.

- 14.3 **Nobody else has any rights under this contract (except someone you pass your guarantee on to).** This contract is between you and us. No other person shall have any rights to enforce any of its terms, except as explained in clause 14.2 in respect of our guarantee. Neither of us will need to get the agreement of any other person in order to end the contract or make any changes to these terms.
- 14.4 **If a court finds part of this contract illegal, the rest will continue in force.** Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 14.5 **Even if we delay in enforcing this contract, we can still enforce it later.** If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you but we continue to provide the products, we can still require you to make the payment at a later date.
- 14.6 **Which laws apply to this contract and where you may bring legal proceedings.** These terms are governed by English law and you can bring legal proceedings in respect of the products in the English courts. If you live in Scotland you can bring legal proceedings in respect of the products in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in respect of the products in either the Northern Irish or the English courts.

SCHEDULE 1 – Plans and Exclusions

The Service Plan

What's Included:

Annual boiler service

Evening and weekend bookings

boiler only

unlimited call outs

£100 off a new boiler if boiler is beyond economical repair

Annual Boiler Service:

- A visual inspection of the boiler
- The boiler being operated to check for correct working operation
- Opening of the boiler case for inspection
- A flue gas analysis efficiency test
- Cleaning of the condense trap
- Checking of the gas working pressure
- Checking the flue and ventilation
- Topping up the system pressure if required
- Visually checking all the radiators and venting them
- Visually checking the hot water cylinder
- Issuing a gas safe service record on completion

What's Covered:

Boiler & controls -

- Gas fired central heating boiler
- Boiler flue
- Programmer and time clock
- Room thermostats

What's NOT Covered

- Parts and labour for repairs diagnosed from a Green flame engineer visit
- Underfloor heating and controls
- Damage caused by weather or freezing
- Boiler replacement if the boiler is deemed beyond economical repair or parts are redundant
- Landlords, guest houses or b&bs
- Smart controls

- If the boiler is 7 years or more then an additional £2.00 will be added onto your premium
- Damage caused by or arising from sludge, scale or debris in the central heating system or related pipework
- Damage caused by the property being vacant for more than 30 days

The Essentials Plan

What's Included

- Annual boiler service
- Evening and weekend bookings
- boiler and controls
- Full central heating system.
- Unlimited call outs
- Parts and labour
- £60 per excess claim
- £150 off a new boiler if boiler is beyond economical repair

Annual Boiler Service

- A visual inspection of the boiler
- The boiler being operated to check for correct working operation
- Opening of the boiler case for inspection
- A flue gas analysis efficiency test
- Cleaning of the condense trap
- Checking of the gas working pressure
- Checking the flue and ventilation
- Topping up the system pressure if required
- Visually checking all the radiators and venting them
- Visually checking the hot water cylinder
- Issuing a gas safe service record on completion

What's Covered

Boiler, controls and full central heating cover

- Gas fired central heating boiler, controls and flue
- Programmer and time clock
- Circulating pumps and motorised valves
- Radiator and valves
- Hot water cylinder
- Header tanks

- Immersions
- Expansion tank

What's NOT Covered

- Pre-existing system design or installation faults
- Underfloor heating and controls
- Damage caused by weather or freezing
- Boiler replacement if the boiler is deemed beyond economical repair or parts are redundant
- Landlords, guest houses or b&bs
- Smart controls
- If the boiler is 7 years or more then an additional £2.00 will be added onto your premium
- The first £60 of any claim
- Damage caused by or arising from sludge, scale or debris in the central heating system or related pipework
- Damage caused by the property being vacant for more than 30 days
- Any claim within the first 3 months of the policy

The Peace of Mind Plan

What's Included

- Annual boiler service
- Evening and weekend bookings
- boiler and controls
- Full central heating system.
- Unlimited call outs
- Parts and labour
- No excess payment
- £250 off a new boiler if boiler is beyond economical repair

Annual Boiler Service

- A visual inspection of the boiler
- The boiler being operated to check for correct working operation
- Opening of the boiler case for inspection
- A flue gas analysis efficiency test

- Cleaning of the condense trap
- Checking of the gas working pressure
- Checking the flue and ventilation
- Topping up the system pressure if required
- Visually checking all the radiators and venting them
- Visually checking the hot water cylinder
- Issuing a gas safe service record on completion

What's Covered

Boiler, controls, full central heating cover and pipework

- Gas fired central heating boiler, controls and flue
- Programmer and time clock
- Circulating pumps and motorised valves
- Radiator and valves
- Hot water cylinder
- Header tanks
- Immersions
- Expansion tank
- Central heating pipework
- Feeds to the hot water cylinder from the header tank

Whats NOT Covered

- Pre-existing system design or installation faults
- Underfloor heating and controls
- Damage caused by weather or freezing
- Boiler replacement if the boiler is deemed beyond economical repair or parts are redundant
- Landlords, guest houses or b&bs
- Smart controls
- If the boiler is 7 years or more then an additional £2.00 will be added onto your premium
- The first £60 of any claim
- Damage caused by or arising from sludge, scale or debris in the central heating system or related pipework
- Damage caused by the property being vacant for more than 30 days
- Any claim made within the first 3 months of the policy

SCHEDULE 2 – Your responsibilities

- 1.1 All information you give must be true, factual and not misleading.
- 1.2 Your heating equipment must have been installed and used in accordance with the manufacturer's instructions.
- 1.3 If your heating equipment breaks down or malfunctions, you must take reasonable steps to limit damage, eg stop using it if this is likely to cause further damage.
- 1.4 You must pay the fees when they fall due.
- 1.5 You must arrange any work required to ensure your heating equipment is accessible, compliant with all relevant safety standards and safe to work on (as determined by our service technician). We will not do any work where these standards are not met.
- 1.6 You must ensure a suitable adult is home for when you have booked your annual service or onsite visit. If our service technician is not able to carry out the annual service/onsite visit because no one is home you may be charged a call-out fee.
- 1.7 You must ensure your home is a smoke free environment during an engineer's visit, to protect the health and safety of the engineer.

SCHEDULE 3 - Model Cancellation Form

(Complete and return this form only if you wish to withdraw from the contract)

To Green Flame Plumbing, Heating & Renewables Limited at Unit 53 Space Business Centre
Olympus Park, Quedgeley, Gloucester, England, GL2 4AL

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract of sale of the following goods
[*]/for the supply of the following service [*],

Ordered on [*/received on [*],

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date

[*] Delete as appropriate

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