

# HomeCare range Terms & Conditions

Please keep this booklet in a safe place for future use





## About this booklet

This booklet explains exactly what the **products** in your HomeCare **agreement** do and don't cover, what to do if you want to make a claim, change or cancel your **agreement** or a **product**, and how to make a complaint.

It is important you read these terms and conditions carefully, together with your **statement** confirming the **products** you hold, as these form the basis of your **agreement** with us. If anything is not correct on your **statement**, or if you have any questions, please visit **britishgas.co.uk/help-and-support** or call 0333 200 8899.

We (British Gas) care about privacy and we protect your personal data. We recommend that you read our Privacy Notices, to understand how we collect and use your personal data and your data protection rights. Our Privacy Notices do not form part of the contract between you and us. You can find our Privacy Notices at **britishgas.co.uk/privacy**

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# Understanding these terms and conditions

## 'We' and 'you'

By 'we', 'us', or 'our', we mean British Gas Services Limited – as the provider of the services for your non-insurance **products** and the administrator for British Gas Insurance Limited (the underwriter) of your insurance **products**. British Gas Services Limited holds premium and claims monies as an agent of British Gas Insurance Limited. British Gas Services Limited is authorised and regulated by the Financial Conduct Authority.

By 'you' or 'your', we mean the person(s) named on your **statement**, plus the people who normally live in your **home**, including any tenants. Only the person(s) named on the **statement**, or their spouse, legal partner or **authorised contact** can amend or cancel the **agreement**.

## Words in bold

Some of the words and phrases we've used have a particular meaning. We've highlighted these words in bold and explained what they mean below:

## Definitions

### access and making good

- getting access to your appliance or system, and then **repairing** any damage we may cause in doing so, by **replacing** items such as cabinets or cupboards that we've removed and by filling in holes we have made and leaving a level surface. See page 29 for more details.

### accidental damage

- when you do something that stops your boiler, appliance or system from working properly, without meaning to.

### agreement

- these terms and conditions and your **statement** confirming each **product** you have with us. If you have Energy Extra with us this will be in a separate **agreement**.

### annual service

- a check in each **period of agreement** to ensure that your boiler, gas appliance or **central heating**, and ventilation is working safely and in line with relevant laws and regulations. See page 28 for more details.

### approved list

- boilers, appliances or parts that we can **repair** or **replace**.

### authority to proceed

- written authorisation from the contract holder to allow an engineer to carry out any work that could impact elements not covered by the policy.

### authorised contact

- a **managing agent**, **landlord** or any named person who you've authorised and who we've agreed can act on your behalf to make arrangements under your **agreement** in relation to a **property**.

### boiler and controls

- a single natural gas or Liquid Petroleum Gas boiler or **warm-air** unit on your **property** that's designed for home use and has a heat output capacity of up to 70kW – as well as the flue and the controls that make it work, including the programmer, any thermostats, motorised zone valves and central heating pump.

### boiler data

- information we receive from your **boiler IQ hardware**.

### boiler IQ hardware

- the diagnostic module attached to your boiler and the hub connected to your broadband router.

### British Gas Powerflush

- a process where we remove **sludge** from your **central heating** system.

### central heating

- the heat and hot water system on your **property** – including your expansion tank, radiators, bypass and radiator valves, system filters, **warm-air** vents, **cylinders**, any immersion heater and its wired in timer switch, and the pipes that connect them.

### cylinders

- tanks that store hot water.

### drains

- the system of waste water pipes on your **property**.

### electric vehicle charger

- single-phase chargers, with maximum of 32A, installed post introduction of Amendment 1 (2020). The existing charger is installed using a suitable earth rod, or O-PEN device.

### excess/fixed fee

- the amount you've chosen to pay towards each completed **repair** or **replacement**.

### first service

- a check to confirm whether we can cover your **boiler and controls** or **central heating**. See page 28 for more details.

### gas supply pipe

- the pipe that connects your gas meter to your gas boiler and other gas appliances you have on your **property**.

### home

- the building, including any attached garage or conservatory where you live or a home you own, including holiday homes or rental **properties**.

### landlord

- someone who owns a **property** which they don't occupy and which may be occupied by a tenant.

### light fitting(s)

- the electrical cable and fixings up to and including standard light bulb holders, individual downlight fittings embedded into ceilings and fluorescent tube assembly and starter units.

### managing agent

- someone who provides managed services to a **landlord** in relation to one or more **properties**.

### managing agent insurable interest

- in relation to any insurance **product**, where a **managing agent** has a contractual obligation to maintain elements of a **property** on behalf of a **landlord**.

### monitor/monitoring

- keeping an eye on your **boiler data** so we can identify when your boiler is failing to produce heat or hot water.

### period of agreement

- the day your **agreement** starts until your **agreement** ends, as detailed on your **statement**.

### product/products

- cover or service for certain appliance(s) or system(s) as set out in your **statement**.

### property/properties

- a **home** and all the land up to your boundary – including any detached outbuildings.

### repair(s)/repairing/repared

- to fix your boiler, appliance or system following an individual fault or breakdown but not **repairs** that are purely cosmetic (for example mould, dents or scratches) or related to software which doesn't stop the main function of your boiler, appliance or system from working or make it unsafe.

### replacement/replace/ replacing

- where we **replace** your boiler, appliances (not those covered under Kitchen Appliance Cover) or parts with a British Gas approved standard alternative. We'll provide **replacements** with similar functionality but not necessarily an identical make and model or type of fitting.

- in the case of internet enabled boilers, appliances or parts, **replacements** will only be from the British Gas or Hive range; and

- for Kitchen Appliance Cover we'll provide a contribution towards a **replacement** appliance with similar functionality from our approved supplier.

See page 29 for more details.

### sanitary ware

- your toilet bowl and cistern, bidet, sink, pedestal, bath and shower tray.

### sludge

- the natural build-up of deposits in your boiler or **central heating** system as it corrodes over time.

### statement

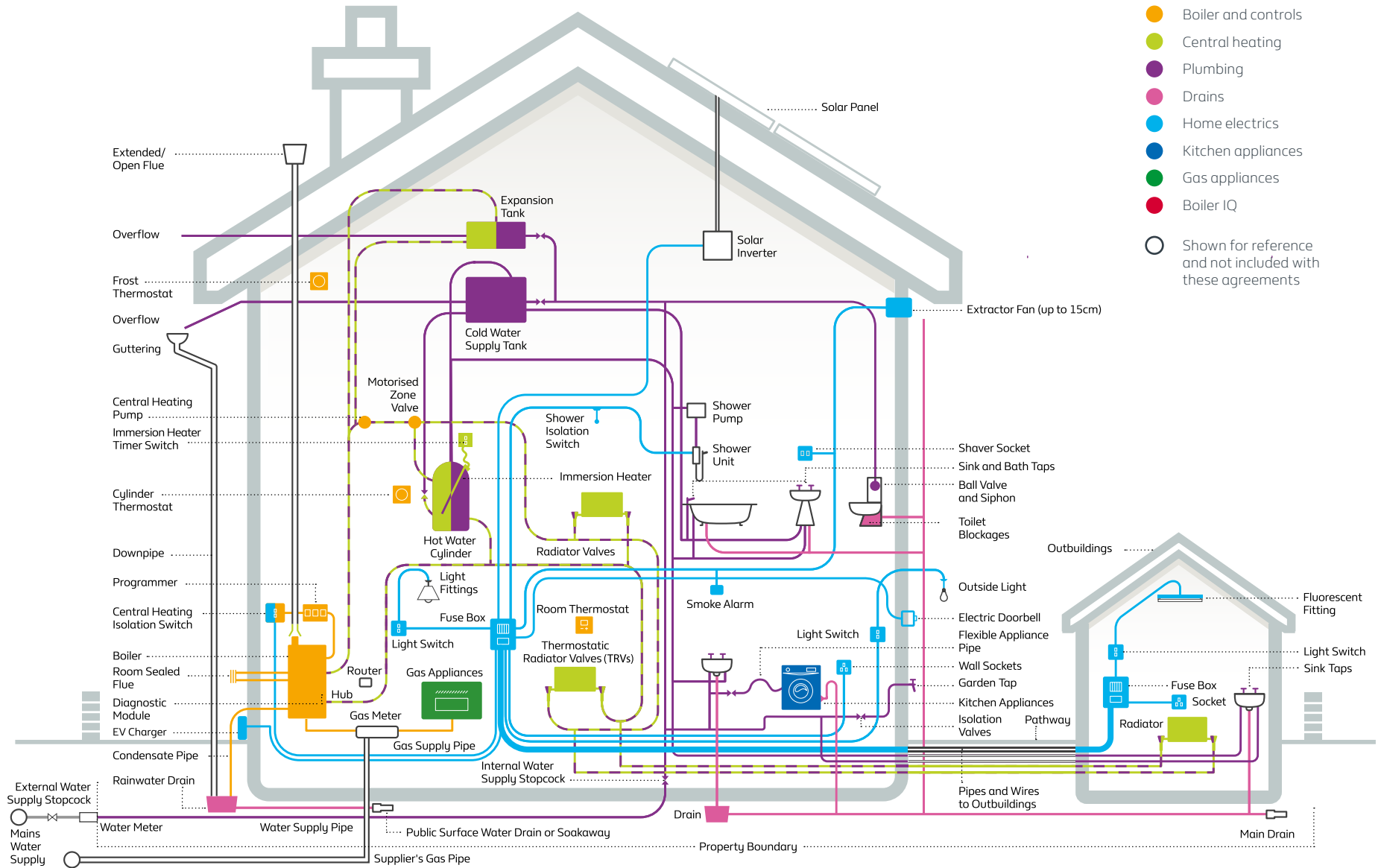
- the document that shows the **products** you have with us, the **period of agreement**, how much you're paying and any **excess** or **fixed fee**.

### upgrades

- improvements that make your boiler, appliance or system safer, or more efficient.

### warm-air

- where your **home** is heated by warm air flowing through vents, not hot water flowing through radiators.



- Boiler and controls
- Central heating
- Plumbing
- Drains
- Home electrics
- Kitchen appliances
- Gas appliances
- Boiler IQ
- Shown for reference and not included with these agreements

## Our insurance products

All our insurance **products** are underwritten by British Gas Insurance Limited.

British Gas Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

The table below shows the features that are included in each **product**. You should also refer to the general conditions on page 26 and general exclusions on page 30.

### All insurance products include:

- Parts and labour
- Unlimited number of **repairs**
- Up to £1,000, including VAT, for getting **access and making good** for each **repair**

Page Nos	Product As shown on your statement	Product Features								These products are designed to meet the demands and needs of customers who want to protect their:
		Annual service	Boiler and Controls	Central Heating	Plumbing	Drains	Home Electrics	Gas Appliance	Kitchen Appliance	
10	HomeCare One	✓	●	●	●	●	●	●	●	Boiler and controls on a service and repair basis
10–11	HomeCare Two / Energy Extra 200	✓	✓	✓	✗	✗	✗	✗	✗	Boiler, controls and central heating on a service and repair basis
10–13	HomeCare Three	✓	✓	✓	✓	✓	✗	✗	✗	Boiler, controls and central heating on a service and repair basis and plumbing and drains on a repair only basis
10–14	HomeCare Four / Energy Extra 400	✓	✓	✓	✓	✓	✓	✗	✗	Boiler, controls and central heating on a service and repair basis and plumbing, drains and home electrics on a repair only basis
12–14, 16–17	Energy Extra 50	✗	✓	✓	✓	✓	✓	✗	✗	Boiler, controls, central heating, plumbing, drains and home electrics on a repair only basis
10	Boiler and Controls Cover	✓	✓	✗	✗	✗	✗	✗	✗	Boiler and controls on a service and repair basis
10–11	Central Heating Cover	✓	✓	✓	✗	✗	✗	✗	✗	Boiler, controls and central heating on a service and repair basis
12–13	Plumbing and Drains Cover	✗	✗	✗	✓	✓	✗	✗	✗	Plumbing and drains on a repair only basis
14	Home Electrical Cover	✗	✗	✗	✗	✗	✓	✗	✗	Home electrics on a repair only basis
14	Gas Appliance Cover	✓	✗	✗	✗	✗	✗	✓	✗	Gas appliances on a service and repair basis
15	Kitchen Appliance Cover	✗	✗	✗	✗	✗	✗	✗	✓	Kitchen appliances on a repair only basis
16	Boiler and Controls Breakdown Cover	✗	✓	✗	✗	✗	✗	✗	✗	Boiler and controls on a repair only basis
16–17	Central Heating Breakdown Cover	✗	✓	✓	✗	✗	✗	✗	✗	Boiler, controls and central heating on a repair only basis

## ● Boiler and Controls

### What's covered

- ✓ All **repairs** to:
  - a single natural gas or Liquid Petroleum Gas boiler or **warm-air** unit on your **property**, that's designed for home use and has a heat output capacity of up to 70kW;
  - the room sealed flue up to one metre in length and the flue terminal;
  - the controls that make the boiler work including the programmer, any thermostats – including Hive Thermostats (covering Hive thermostat, hub and receiver) – motorised zone valves and central heating pump; and
  - the **gas supply pipe**
- ✓ A **replacement** for your boiler if we can't **repair** it and:
  - it's less than seven years old; or
  - it's between seven and ten years old, we installed it and it's been continuously covered by us under either a warranty or HomeCare **product**; or
  - it caught fire or exploded, providing you gave us access to carry out your **annual service** within every **period of agreement**
  - customers need to contact us if a third party has deemed a **replacement** is necessary before they replace it. We require the opportunity to assess and determine if a repair can be made before a replacement or a contribution to a **replacement** is provided
- ✓ A **replacement** of the **gas supply pipe** and the controls that make your boiler work if we can't **repair** them
- ✓ A **replacement** of the room sealed flue up to one metre in length and the flue terminal if we can't **repair** it
- ✓ A **first service** or **annual service** (see page 28)

### ✓ Accidental damage

- ✓ Costs of up to £500 for alternative accommodation and travel if your **home** is unfit to live in as a result of your boiler catching fire or exploding

### What's not covered

- ✗ Damage caused by limescale, **sludge** or other debris, if we've told you before that you need to carry out **repairs, improvements** or a **British Gas Powerflush**, or a similar process, but you haven't done so
- ✗ Fixing your showers, their parts and shower pumps
- ✗ Any controls designed specifically for underfloor heating
- ✗ **Repairing** or **replacing** open flues and their terminals or flues over one metre in length
- ✗ **Replacing** or topping up your system inhibitor unless we've removed it
- ✗ Any part of your **boiler and controls** which directly supplies a swimming pool
- ✗ Resetting your controls or **replacing** the batteries
- ✗ **Repairing** or **replacing** your **central heating** system
- ✗ **Repairing** or **replacing** air or ground source heat pumps

## ● Central Heating

### What's covered

- All **repairs** to the heat and hot water system on your **property**, for example:
- expansion tank, radiators, bypass and radiator valves (including HIVE radiator valves);
  - **warm-air** vents;
  - **cylinders** and any immersion heater and its wired in timer switch; and
  - the pipes that connect the **central heating** system
- ✓ A **replacement** of parts of your **central heating** if we can't **repair** them
  - ✓ **Accidental damage**
  - ✓ A **first service** or **annual service** (see page 28)

### What's not covered

- ✗ Damage caused by limescale, **sludge** or other debris – if we've told you before that you need to carry out **repairs, improvements** or a **British Gas Powerflush**, or a similar process, but you haven't done so
- ✗ Fixing your showers, their parts and shower pumps
- ✗ **Repairing** or **replacing** taps
- ✗ Any parts that are designed specifically for underfloor heating
- ✗ Supply of curved or designer radiators (see page 30)
- ✗ **Repair** or **replacement** of electrical elements in radiators
- ✗ **Replacing** or topping up your system inhibitor unless we've removed it
- ✗ Any part of your **central heating** which directly supplies a swimming pool

## ● Plumbing

### What's covered

- ✓ All **repairs** to the plumbing system on your **property**, for example:
  - your hot and cold water pipes between your internal stopcock up to, and including your taps and garden taps and the flexible pipes to your kitchen appliances;
  - the hot water **cylinder** and cold water tanks including immersion heaters, toilet siphons, isolation, ball and radiator valves; and
  - your water supply pipe from the boundary of your **property** to your **home**
- ✓ A **replacement** of parts that we can't **repair**. We will **replace** a pair of taps to a single item of **sanitary ware** where only one can't be **repaired**
- ✓ **Accidental damage**

### What's not covered

- ✗ Showers and their parts, shower pumps, **sanitary ware**, spa baths, seals and grouting
- ✗ Radiators
- ✗ Any parts that are designed to boost your mains water pressure
- ✗ Water softeners, water filters and waste disposal units and taps that deliver boiling or filtered water
- ✗ Water pipes between your **home** and any detached outbuildings on your **property**
- ✗ Swimming pools, fountains, ponds or water features, garden irrigation systems, free standing garden taps and the water pipes running to or from them
- ✗ Rainwater pipes and guttering
- ✗ Frozen pipes that need defrosting where there is no other damage
- ✗ Any water supply pipe that doesn't supply your **home**
- ✗ Water meters
- ✗ Plumbing in your outbuildings if the supply is provided by a separate mains connection than to your **home**
- ✗ **Repair** and/or maintenance of devices fitted to your plumbing system that are designed to assist in the detection of leaks
- ✗ Excavation directly under the property where there is a risk to foundations

## ● Drains

### What's covered

- ✓ Unblocking **drains** to restore flow
- ✓ **Repairing drains** where we deem the **drain** to be unserviceable to restore flow
- ✓ **Repairing** leaks to waste water pipes and soil and vent pipes
- ✓ A **replacement** of parts that we can't **repair**
- ✓ **Accidental damage**

### What's not covered

- ✗ Rainwater guttering and down pipes, manholes and their covers, soakaways, septic tanks, cesspits, drainage pumps, treatment plants and macerators and their outflow pipes
- ✗ Cleaning and descaling your **drains**
- ✗ Shared **drains**
- ✗ Excavation directly under the property where there is a risk to foundations



## ● Home Electrics

### What's covered

- ✓ All **repairs** to the mains electrical system and wiring on your **property**, for example:
  - the fuse box, **light fittings**, switches, sockets, isolation switches and your immersion heater timer switch;
  - extractor fans up to 15cm in diameter;
  - doorbells and smoke alarms that are connected to the wiring; and
  - outside lighting as long as it's fixed to your **home** or outbuildings and fitted less than ten metres above ground
- ✓ A **replacement** of parts that we can't **repair**
- ✓ **Accidental damage**
- ✓ **Repairs or replacement** of your **electric vehicle charger** unit following breakdown, accidental damage, or damage caused by vandalism or theft, subject to proof of Distribution Network Operator (DNO) approval at the customer's property. If this has not been granted prior to the original install, the time taken to re-apply (and potential customer costs) could delay work

### What's not covered

- ✗ Electrical appliances, burglar alarms and camera systems
- ✗ Showers and their parts, shower pumps, cooker extractor hoods, storage and panel heaters, underfloor heating, swimming pools, controls, pumps, detectors, timers and programmers, electrical plugs, and solar panels and their inverters
- ✗ The electricity supply cable up to the fuse box or mains isolation switch if fitted
- ✗ Power cables between your **home** and any detached outbuildings, outdoor fittings or appliances on your **property**
- ✗ Electrics in your outbuildings if the supply is connected to a separate electricity meter than to your **home**

- ✗ Rubber or lead covered cables
- ✗ Complete system rewire
- ✗ Outside lighting not fixed to your **home** or outbuildings

## ● Gas Appliance

### What's covered

- ✓ All **repairs** to:
  - the gas appliance(s) shown on your **statement**; and
  - the room sealed flue up to one metre in length and the flue terminal
- ✓ A **replacement** if we can't **repair** it because it caught fire or exploded, providing you gave us access to carry out your **annual service** within every **period of agreement**
- ✓ An **annual service** of the gas appliances shown on your statement (see page 28)
- ✓ A **replacement** of the room sealed flue up to one metre in length and the flue terminal if we can't **repair** it
- ✓ **Accidental damage**
- ✓ Costs of up to £500 for alternative accommodation and travel if your **home** is unfit to live in as a result of your gas appliance catching fire or exploding

### What's not covered

- ✗ **Repairing or replacing** open flues and their terminals or any flue over one metre in length
- ✗ Artificial coals on gas fires
- ✗ Damage caused by limescale
- ✗ Flueless fires

## ● Kitchen Appliance

### What's covered

- ✓ All **repairs** to the kitchen appliance(s) shown on your **statement**
- ✓ A contribution towards a **replacement** if we can't **repair** it or we decide it will cost less to **replace** than to **repair**. We'll source the **replacement** from our approved supplier and make the following contribution based on their current retail selling price:
  - 100% if your appliance is less than three years old
  - 30% if your appliance is three years old or more

Customers need to contact us if a third party has deemed a **replacement** is necessary before they replace it. We require the opportunity to assess and determine if a repair can be made before a replacement or a contribution to a **replacement** is provided

You may be required to provide proof of purchase to help verify the appliance value

You may use our contribution towards an alternative model of your choice from our approved supplier. There is no cash alternative

- ✓ **Accidental damage**

### What's not covered

- ✗ Anything that happens in the first 14 days of the **product** start date or the addition of a new appliance
- ✗ Wine coolers, cooker hoods and other extractor fans
- ✗ Disconnecting and disposing of your old appliance, or unpacking or installing new ones
- ✗ Any appliance(s) that weren't bought in the UK
- ✗ Any appliances(s) that weren't new when you bought them, unless they are appliance(s) that were in the **property** when you moved in
- ✗ Appliance(s) designed for commercial use



## ● Boiler and Controls Breakdown

### What's included

- ✓ All **repairs** to:
  - a single natural gas or Liquid Petroleum Gas boiler or **warm-air** unit on your **property**, that's designed for home use and has a heat output capacity of up to 70kW;
  - the room sealed flue up to one metre in length and the flue terminal;
  - the controls that make the boiler work including the programmer, any thermostats – including Hive Thermostats (covering Hive thermostat, hub and receiver) – motorised zone valves and central heating pump;
  - the **gas supply pipe**
- ✓ A **replacement** for your boiler if we can't **repair** it and:
  - it's less than seven years old; or
  - it's between seven and ten years old, we installed it and it's been continuously covered by us under either a warranty or HomeCare **product**

Customers need to contact us if a third party has deemed a **replacement** is necessary before they replace it. We require the opportunity to assess and determine if a repair can be made before a replacement or a contribution to a **replacement** is provided.

- ✓ A **replacement** of the **gas supply pipe** and the controls that make your boiler work if we can't **repair** them
- ✓ A **replacement** of the room sealed flue up to one metre in length and the flue terminal if we can't **repair** it

### What's not covered

- ✗ Anything that happens within the first 14 days of the **product** start date
- ✗ **Accidental damage**
- ✗ Damage caused by limescale, **sludge** or other debris – if we've told you before that you need to carry out **repairs**, improvements or a **British Gas Powerflush**, or a similar process, but you haven't done so
- ✗ Fixing your showers, their parts and shower pumps
- ✗ Any controls designed specifically for underfloor heating
- ✗ **Repairing** or **replacing** open flues and their terminals or flues over one metre in length
- ✗ **Replacing** or topping up your system inhibitor unless we've removed it
- ✗ Any part of your **boiler and controls** which directly supplies a swimming pool
- ✗ Resetting your controls or **replacing** the batteries
- ✗ A **first service** or **annual service**
- ✗ **Repairing** or **replacing** your **central heating** system
- ✗ **Repairing** or **replacing** air or ground source heat pumps

## ● Central Heating Breakdown

### What's included

- ✓ All **repairs** to the heat and hot water system on your **property**, for example:
  - expansion tank, radiators, bypass and radiator valves (including HIVE radiator valves);
  - **warm-air** vents;
  - **cylinders** and any immersion heater and its wired in timer switch; and
  - the pipes that connect the **central heating** system
- ✓ A **replacement** of parts of your **central heating** if we can't **repair** them

### What's not covered

- ✗ Anything that happens within the first 14 days of the **product** start date
- ✗ **Accidental damage**
- ✗ Damage caused by limescale, **sludge** or other debris – if we've told you before that you need to carry out **repairs**, improvements or a **British Gas Powerflush**, or a similar process, but you haven't done so
- ✗ Fixing your showers, their parts and shower pumps
- ✗ **Repairing** or **replacing** air or ground source heat pumps
- ✗ **Repairing** or **replacing** taps
- ✗ Any parts that are designed specifically for underfloor heating
- ✗ Supply of curved or designer radiators (see page 30)
- ✗ **Repair** or **replacement** of electrical elements in radiators
- ✗ **Replacing** or topping up your system inhibitor unless we've removed it
- ✗ Any part of your **central heating** which directly supplies a swimming pool
- ✗ A **first service** or **annual service**

## Our non-insurance products

All our non-insurance **products** are provided by British Gas Services Limited.

You should also refer to the general conditions on page 26 and general exclusions on page 30.

British Gas also offers on demand home improvement services. Please see contact details on the back page for further information.

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## Our service and inspection products

### Boiler IQ

This **product** is only available for selected boilers and where you hold a HomeCare **product** or British Gas warranty that covers your boiler. We'll install the **boiler IQ hardware**, **monitor** your boiler remotely and let you know if we detect your boiler is failing to provide heat or hot water.

#### What's included

- ✓ Installing the **boiler IQ hardware**
- ✓ **Monitoring** your boiler
- ✓ Contacting you when we identify your boiler is failing to provide heat or hot water to arrange a **repair** under your HomeCare **product** or warranty
- ✓ **Repairing** or **replacing** your **boiler IQ hardware** if it develops a fault

#### What's not included

- ✗ **Repairing** or **replacing** your **central heating** system
- ✗ **Repairing** or **replacing** your **boiler and controls**
- ✗ A **first service** or **annual service**
- ✗ Identifying faults that don't stop your boiler producing heat or hot water
- ✗ Identifying faults if your internet connection or power supply fails
- ✗ Any internet related costs, including those associated with the transfer of data to or from your **boiler IQ hardware**

## Gas Appliance Check

### What's included

- ✓ An **annual service** for the gas appliance(s) on your **statement**

If our engineer finds that one of your gas appliance(s) isn't fit to be used, you'll still have to pay for their visit

### What's not included

- ✗ Any **repairs** or **replacements**

## Annual Boiler Service

This is only available if you have a British Gas 5 Year Warranty

### What's included

- ✓ An **annual service** for your boiler

### What's not included

- ✗ Any **repairs** or **replacements**

## Gas Safety Check & Certificate (CP12)

If you are a **landlord**, under the law it's your responsibility to make sure you have a valid Gas Safety Certificate for the gas meter, gas pipework and any gas appliance(s) on your **property**. When your safety check is due we'll send you an email, letter, text message or call you to arrange it. We'll try to get hold of you up to three times. If we don't hear back from you after that, we won't try again. It's then up to you to contact us to arrange your safety check.

### What's included

- ✓ An inspection of your gas meter, gas pipework and any gas appliance(s) on your **statement**
- ✓ A Gas Safety Certificate for your gas meter, gas pipework and any gas appliance(s) on your **statement**, which we'll post or email to you and your tenant if you prefer. If any part fails the safety inspection, we'll include all the details on the Gas Safety Certificate

### What's not included

- ✗ **Repairs** or a **replacement** of your gas meter, gas pipework or any gas appliance(s)
- ✗ An **annual service**
- ✗ The cost of re-inspecting any of the failures detailed on your Gas Safety Certificate
- ✗ We won't provide a Gas Safety Certificate for any boiler or gas appliance we've not inspected

## Gas Safety Certificate (CP12)

This can only be purchased with a **product** that includes an **annual service** and will normally be completed at the same time as your **annual service**.

### What's included

- ✓ An inspection of your gas meter and gas pipework
- ✓ A Gas Safety Certificate for your gas meter, gas pipework and any gas appliance(s) on your **statement**, which we'll post or email to you and your tenant if you prefer. If any part fails the safety inspection, we'll include all the details on the Gas Safety Certificate

### What's not included

- ✗ **Repairs** or a **replacement** of your gas meter, gas pipework or any gas appliance(s)
- ✗ The cost of re-inspecting any of the failures detailed on your Gas Safety Certificate
- ✗ We won't provide a Gas Safety Certificate for any boiler or gas appliance we've not inspected

## Electrical Installation Condition Report (EICR)

This is a one-off safety inspection of your mains connected electrical wiring and electrical fixtures, including the fuse box.

### What's included

- ✓ A series of electrical safety tests of your electrical wiring up to a maximum of 14 circuits
- ✓ A visual inspection of all your accessible switches, sockets, and **light fittings** and checking a sample of the connections to them
- ✓ A report which will contain details of the inspection and any faults found, and a recommendation of when the next inspection should take place

### What's not included

- ✗ Any **repairs** to faults identified during testing and inspection
- ✗ Re-checking any faults once you've **repaired** them

## Electrical Appliance Testing

This is an optional service for **landlords** purchasing an Electrical Installation Condition Report who provide their tenants with any appliance that is permanently connected or connected via a plug and socket. We will check the number of appliances that you've paid for but it's your responsibility to make sure that you, your tenant or **managing agent** shows us which appliances should be tested.

### What's included

- ✓ An electrical safety test on appliances owned and identified for testing by the **landlord**
- ✓ A separate appliance testing report detailing what's been tested, provided with your Electrical Installation Condition Report

### What's not included

- ✗ **Repairs** or **replacement** to appliance(s)
- ✗ Tests to appliances not provided, or identified, by the **landlord** as requiring testing
- ✗ Tests to appliances where we can't reasonably gain access to the electrical connection point

## Service and Repair Warranty Products

The table below shows the features that are included in each **product**. You should also refer to the general conditions on page 26 and the general exclusions on page 30.

Page Numbers	Product As shown on your statement	Product Features			
		Annual Service	Gas Appliance	Boiler & Controls	Central Heating
23	<b>Gas Appliance Care</b>	✓	●	✗	✗
24	<b>Boiler and Controls Care</b>	✓	✗	✓	✗
24–25	<b>Central Heating Care*</b>	✓	✗	✓	✓

\* If your boiler has been installed by British Gas and you have a British Gas 5 Year Warranty some of the features of Central Heating Care will also be included in that Warranty. This will be reflected in the price of Central Heating Care.

If you bought a new boiler from British Gas New Heating Limited, they may have provided you with a warranty. After the warranty finishes, we'll offer you the chance to buy a similar product.

### All of our service and repair warranty products include:

- Parts and labour
- Unlimited number of **repairs**
- Up to £1,000, including VAT, for getting **access and making good** for each **repair**

## ● Gas Appliance

For Gas Appliance insurance see page 15

If you've bought a gas appliance from British Gas New Heating Limited you may have been provided with a twelve-month Gas Appliance Care **product**.

### What's included

- ✓ All **repairs** to:
  - the gas appliance(s) shown on your **statement**; and
  - the room sealed flue up to one metre in length and the flue terminal
- ✓ An **annual service**
- ✓ A **replacement** of the room sealed flue up to one metre in length and the flue terminal if we can't **repair** it

### What's not included

- ✗ **Accidental damage**
- ✗ **Repairing** or **replacing** open flues or flues over one metre in length and their flue terminals
- ✗ Artificial coals on gas fires
- ✗ Damage caused by limescale
- ✗ Flueless fires

## ● Boiler and Controls

For Boiler and Controls insurance see page 10

### What's included

- ✓ All **repairs** to:
  - a single natural gas or Liquid Petroleum Gas boiler or **warm-air** unit in your **property**, that's designed for home use and has a heat output capacity of up to 70kW;
  - the room sealed flue up to one metre in length and the flue terminal;
  - the controls that make the boiler work including the programmer, any thermostats – including Hive Thermostats (covering Hive thermostat, hub and receiver) – motorised zone valves and central heating pump;
  - the **gas supply pipe**
- ✓ A **replacement** for your boiler if we can't **repair** it and:
  - it's less than seven years old; or
  - it's between seven and ten years old, we installed it and it's been continuously covered by us under either a warranty or HomeCare **product**

Customers need to contact us if a third party has deemed a **replacement** is necessary before they replace it. We require the opportunity to assess and determine if a repair can be made before a replacement or a contribution to a **replacement** is provided.

- ✓ A **replacement** of the **gas supply pipe** and the controls that make your boiler work if we can't **repair** them
- ✓ A **first service** or **annual service** (see page 28)
- ✓ A **replacement** of the room sealed flue up to one metre in length and the flue terminal if we can't **repair** it

### What's not included

- ✗ **Accidental damage**
- ✗ Damage caused by limescale, **sludge** or other debris – if we've told you before that you need to carry out repairs, improvements or a **British Gas Powerflush**, or a similar process, but you haven't done so
- ✗ Fixing your showers, their parts and shower pumps
- ✗ Any controls designed specifically for underfloor heating
- ✗ **Repairing** or **replacing** open flues and their terminals or flues over one metre in length
- ✗ **Replacing** or topping up your system inhibitor unless we've removed it
- ✗ Any part of your **boiler and controls** which directly supplies a swimming pool
- ✗ Resetting your controls or **replacing** the batteries
- ✗ **Repairing** or **replacing** your **central heating** system
- ✗ **Repairing** or **replacing** air or ground source heat pumps

## ● Central Heating

For Central Heating insurance see page 11

### What's included

- ✓ All **repairs** to the heat and hot water system on your **property**, for example:
  - expansion tank, radiators, bypass and radiator valves (including HIVE radiator valves);
  - **warm-air** vents;
  - **cylinders** and immersion heaters and its wired in timer switch; and
  - the pipes that connect the **central heating** system
- ✓ A **replacement** of parts of your **central heating** if we can't **repair** them
- ✓ A **first service** or **annual service** (see page 28)

### What's not included

- ✗ **Accidental damage**
- ✗ Damage caused by limescale, **sludge** or other debris – if we've told you before that you need to carry out **repairs**, improvements or a **British Gas Powerflush**, or a similar process, but you haven't done so
- ✗ Fixing your showers, their parts and shower pumps
- ✗ **Repairing** or **replacing** taps
- ✗ Any parts designed specifically for underfloor heating
- ✗ Supply of curved and designer radiators (see page 30)
- ✗ **Repair** or **replacement** of electrical elements in radiators
- ✗ **Replacing** or topping up your system inhibitor unless we've removed it
- ✗ Any part of your **central heating** system which directly supplies a swimming pool

## General conditions

### Your Agreement

#### UK law

Your **agreement** is bound by the laws of whichever country the **property** included in your **agreement** is in – England and Wales, or Scotland.

#### English language

Everything we write to you – including terms and conditions – will be in English.

#### Adding new products

If you add any new **products** to your **agreement** during the **period of agreement**, we'll arrange it so that they all renew at the same time.

#### Prices and price changes

Your **statement** shows the price of your **agreement**. That price won't go up or down over the **period of agreement**, unless you change your **agreement**, or **products**, or the Government changes the relevant tax rate. It could be you or us who asks for changes to your **agreement**. If we ask you to agree to proposed changes to your **agreement**, we won't make the changes if you don't agree to them. If you and we agree any changes, we'll confirm what they are and when they apply. We'll always contact you about any change to your price.

#### Payments

You can pay for your **agreement** yearly by cheque, debit or credit card or Direct Debit – or monthly by Direct Debit. Energy Extra customers will pay through their energy bill. All of our prices include the relevant taxes at the current rate.

#### Similar services

Our insurance **products** are underwritten by British Gas Insurance Limited. We may decide to change our insurer and in such circumstances, we will write to you with details of the new proposed insurer prior to your renewal date. In accordance with our Services Privacy Notice, which can be found at [britishgas.co.uk/privacy](https://www.britishgas.co.uk/privacy), to ensure continuity of your insurance,

we may transfer your data to the new insurer to enable the new insurer to use your data in order to prepare premium and renewal documents for your **agreement**.

In accordance with our Services Privacy Notice, which can be found at [britishgas.co.uk/privacy](https://www.britishgas.co.uk/privacy), we may introduce insurance **products** provided by British Gas Insurance Limited or other underwriters that provide similar services and extra benefits to those that are currently being provided under our service and repair warranty **products**.

If you currently have a service and repair warranty **product** which is due for renewal, we may replace that **product** with a **product** suitable for you and, if you pay by Direct Debit, renew it every year until you tell us otherwise.

#### Renewals

We'll contact you at least 25 days before your **agreement** is due for renewal. We will review your premiums annually based on claims history and other factors, such as regulatory or commercial changes that prompt a change in rates. If you pay by Direct Debit, or are an Energy Extra customer, we'll keep renewing your **agreement** automatically, until you ask us to stop.

#### Overlapping cover

If you have several different **products**, some parts of your system might be covered twice.

#### Managing agents

We'll only provide the **products** to you and not to **landlords** or tenants and you must not resell or hold yourself out as a reseller of the **products** to **landlords**, tenants or anybody else.

You agree that:

- where you have insurance **products** you warrant that you'll have at all relevant times a **managing agent insurable interest** in the elements included in your **agreement**; and
- you'll indemnify us against all costs, expenses, losses, demands, amounts agreed upon in settlement and liabilities which we may suffer or incur arising out of, or in connection with, complaints or claims which

we receive from **landlords**, tenants or any other third party as a result of your failure to have, at all relevant times, a **managing agent insurable interest** in the elements covered by your **agreement**.

#### Recovering losses caused by third parties

If you make a claim under your **agreement** or **product** you must, at our request and expense, do everything we reasonably require to enable us to recover losses we become entitled to from other parties, following our **repair** or **replacement**. We may require you to carry out such actions before or after we carry out any **repair** or **replacement**.

## Your responsibilities

#### Changing your address

If you move to a new **home**, you need to tell us as soon as possible. We'll cancel your **agreement** at the old address and we can start a new **agreement** at your new address if you wish to continue with cover. Your premium will be reassessed at your new **property**. If you're an Energy Extra customer and you move **home**, we'll cancel your **agreement** at the old address and offer you an alternative **product**.

#### Keeping us up to date

It's your responsibility to keep us informed of any changes to your contact details including telephone number, address or email. If you change a boiler or appliance that's covered by us, you need to tell us the make and model of the new one, so we can check we can cover it. If we can't cover your new boiler or appliance we may need to cancel or amend your **product**.

You should also check to see whether you still need the same level of cover – for example, if your new boiler or appliance has a manufacturer's warranty.

#### Missing payments under your agreement

Before we book your **repair**, or visit, we may ask you to pay any missing payments due. If you don't pay us money you owe, we or our agents will contact you to recover the money. You agree we can take action to recover money that you owe, including by:

- using money you've paid us under another contract or account, even if that account is for a different **property**
- using money that we owe you (for example any credit balance you have with us)
- selling your debt to a third party.

#### Getting into your property

Our engineers will only work on your **property** if there's someone 18 years old or older there at all times during the visit. It's your responsibility to give us access to your **property**. If we can't get access we won't be able to complete the work and it's then up to you to arrange another appointment.

If you don't re-arrange the appointment, your **agreement** will still continue. After several failed attempts to get into your **property**, we may cancel your **agreement** but we'll let you know beforehand.

#### Authority to carry out work

If you're not at the **property** when our engineer visits, you must make sure that there is somebody else present who can give instructions to our engineer on your behalf and you must ensure you obtain any job sheets or advice that the engineer leaves with that person. In some situations you may be required to sign an **Authority to Proceed**.

If you are a tenant, it is your responsibility to ensure that you have obtained the relevant consent from your landlord to enable you to give instructions to our engineer and that you pass any job sheets or advice from the engineer back to the landlord.

It is your responsibility to get consent from any relevant third parties (such as a neighbour) where you and they, for example, share a water supply pipe or driveway.

#### Working in dangerous or unsafe conditions

We won't start or continue doing any work in your **home** if we believe there's a health and safety risk, for example: hazardous chemicals, pest infestations, verbal or physical abuse, or harassment. And we won't return to finish the work until that risk is gone.

If any asbestos needs to be removed before

we can **repair** your boiler, appliance or system, you'll need to arrange and pay for someone else to remove it and give you a Certificate of Reoccupation which you'll need to show us. This is paid for by the customer and is non-refundable.

### Under warranty

If your boiler, appliance or system is covered by a third party warranty, it's your responsibility to make sure that any work we do doesn't affect that warranty.

### Authorised contacts

If you want an **authorised contact** it's your responsibility to let us know who they are so that we can note it on your **agreement**.

### Manufacturer's security instructions

It's your responsibility to follow manufacturer password security guidelines and advice as well as other manufacturer security instructions (including, but not limited to, complying with any firmware and software update notifications) related to internet or mobile connected devices which are used to communicate with boilers, appliances or systems covered under this **agreement**.

## Visiting you

### First service

If your **product** includes a **first service** we will carry out your **first service** as soon as we can after the start of your **agreement**. In periods of local or national high demand for our services (such as cold weather), we prioritise breakdowns and may need to postpone your first visit. If we've already carried out a **first service** or an **annual service** at your address in the last twelve months, we won't carry out a **first service** – even if you've just moved in. Instead you will receive an **annual service**.

At the **first service** our engineer will check that your boiler is on our **approved list** and your boiler or **central heating** and ventilation don't have any pre-existing faults.

If we find it's not on the **approved list** or it has a pre-existing fault, we'll either:

- tell you what needs to be done to fix it – and how much it'll cost;
- offer you a different **product** or level of cover; or
- cancel your boiler and controls and/or central heating **products**. Other **products** you hold with us will not be impacted

### Annual service

We'll send you or your **authorised contact** an email, letter, text message or we'll call you to arrange your **annual service**. We'll try to contact you up to three times. If we don't hear back from you after the third time or you are not at the **property** when our engineer visits, we won't try again and won't refund the cost of the missed **annual service**. You can still contact us at any time to book it. Your **annual service** may be more, or less, than 12 months after your last service visit, with the aim to complete the majority of **annual service** visits in the summer months so you can have confidence your boiler is in good shape going into winter. In periods of local or national high demand for our services (such as cold weather), we prioritise breakdowns and may need to rearrange your **annual service**.

For boilers and **central heating** your **first service** counts as an **annual service**.

One of our engineers will visit your **home** to complete your **annual service**. This will include testing the gases your appliance or boiler produces.

If the visit shows that it's necessary to take your appliance or boiler apart to adjust or clean it, we'll do so.

During the visit, our engineer will fill in a checklist that shows you exactly what we've looked at. If we find a problem or fault that needs to be fixed, we'll tell you about it.

If your **product**:

- includes **repairs** and has an **excess** or **fixed fee** you will have to pay this before we **repair** it; or
- is service only, our engineer may give you a quote to have the work done

### Tenants or letting agents arranging visits

Your tenants or letting agents can call us directly to arrange an engineer's visits. In this scenario, it remains the landlord's responsibility to obtain any job sheets or advice that the engineer leaves with that person.

### Reasonable timescales

We'll carry out any **repairs** or visits you're entitled to within a reasonable time, unless something beyond our control makes that impossible – in which case we'll let you know as soon as possible and give you another time when we can visit.

During epidemics or pandemics, we will adhere to Government guidelines concerning restriction of non-essential travel and may have to reschedule your repair or visit until such time as the restrictions have been eased.

### Our engineers

Normally, we'll send a British Gas or Dyno engineer to carry out the work. In some cases, we may send a suitably qualified contractor instead.

## Making repairs

### Excess or fixed fee

Your **statement** shows how much **excess** or **fixed fee** you've agreed to pay each time we complete a **repair** or **replace** your appliance; whether

- you report a fault to us;
- you agree to our visit following a fault identified by boiler IQ; or
- we find a fault during a **first service** or **annual service**.

If the fault is related to one we've fixed for you in the last twelve months, then you won't have to pay an additional **excess** or **fixed fee**. Our engineer will use their expert judgement to decide whether a fault is related to an earlier fault or not.

When we book your **repair**, we'll ask to validate your debit or credit card for any **excess** or **fixed fee**. If you're a **landlord**, this can be from

you, your tenants, **managing agent** or anyone else as long as the card holder is present to authorise their card being used. We won't put the charges through until after we complete the **repair**. If we've reason to believe that the people living in your **home** are vulnerable or at risk, we'll send an engineer out even if we haven't been able to pre-authorise a debit or credit card – and send you an invoice for the **excess** or **fixed fee** after we've completed the **repair**.

### Safety advice

From time to time, we may tell you that your boiler, appliance or system needs permanent **repairs** or improvements that aren't covered by your **agreement** to keep working safely. For example, if your ventilation doesn't meet current gas safety regulations. If you don't follow this advice, it'll affect certain parts of your cover – but your **agreement** will keep running until you or we change or cancel it.

### Getting access and making good

In addition to the cost of parts and labour, our insurance **products** and our non-insurance service and repair warranty **products** cover up to £1,000 including VAT for getting **access** and **making good** but this does not apply to the boiler which should be readily accessible for inspection and maintenance in accordance with the boiler's manufacturing guidelines.

We won't be responsible for **repairing** any pre-existing damage, nor will we **replace** or restore the original surface or coverings, for example, tiles, floor coverings, decoration, grass or plants.

### Replacement parts

We'll try to get parts from the original manufacturer or our approved suppliers. We'll try to provide **replacements** with similar functionality but not necessarily the same features or an identical make and model or type of fitting. For example, we may **replace** an **electric vehicle charger** or a specific design of tap with a standard one from our range or **replace** electrical fittings with our nearest white, brass or chrome version. Or you can give the engineer a **replacement** part that you've bought yourself, that we approve, but we'll only accept responsibility for our workmanship.

If we can't get hold of the parts we may need to cancel your **agreement** (or part of it).

If we've agreed to cover a boiler or appliance but warned you that it might be difficult to find **replacement** parts, we'll do what we can, within reason, to **repair** it.

#### Twelve-month guarantee

We guarantee to **repair** or **replace** any faulty parts we've supplied, or fix any faulty work that we've done for twelve months from the date that we did the work.

This doesn't affect your statutory rights under the Consumer Rights Act 2015, if applicable, and any laws that **replace** it. If you want independent advice about your rights, you can speak to Citizens Advice or Trading Standards.

#### British Gas Powerflush

Over time, gas **central heating** systems build up **sludge** that can block or narrow your pipes, radiators and boiler parts.

**British Gas Powerflush** is our way of removing that **sludge** from your system.

We'll tell you if your system needs a powerflush to work properly. You'll need to pay for it separately – it isn't included in your cover.

If you buy a **British Gas Powerflush**, any future ones you may need to keep your system working properly are included, for as long as you have continuous cover for your boiler with us.

If someone else carries out a powerflush for you, you'll need to show us the receipt before we carry out any more **repairs** or **replacement** work for damage caused by **sludge**.

#### Confirming the age of your appliances

If your **product** includes **replacing** appliances, 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.

#### Curved or designer radiators

If your **product** includes cover for **central heating** it doesn't include a **replacement** of curved or designer radiators.

We can either:

- **replace** it with a standard radiator; or
- install a curved or designer radiator that you've bought yourself, in which case we only accept responsibility for our workmanship, not any manufacturing faults in the radiator itself

By designer radiator we mean a radiator of particular artistic design or intricate shape or made from materials such as glass, marble, stone, wood or cast iron.

## General exclusions

#### Who can benefit from this agreement?

Nobody other than you can benefit from your **agreement**.

#### Cash in lieu

We won't offer you cash instead of carrying out an **annual service, repairs** or **replacements**.

#### Domestic use

Your **product** only includes cover for your **property** if it is used for normal day-today living purposes, including use for home office or activities of a domestic nature, including renting, and not where the main purpose of the **property** is for commercial purposes.

#### Pre-existing faults

Your **products** don't include cover for any faults or design faults that:

- were already there when your boiler, appliance or system was installed;
- existed when you first took out the **product**;
- we've told you about before and you haven't fixed, or, if the work has been completed by a third party, where work, in our opinion, has not been completed to a satisfactory standard;
- we couldn't reasonably have been expected to know about before, for example, faulty pipes that don't have the correct protection, or which are buried under concrete floors; or
- prevent access because a part of your system has been permanently built over

#### Work carried out by anyone but us

Unless your **product** includes **accidental damage** we won't cover any damage you've caused.

If anyone other than us carries out any work on your boiler, appliance or system and damages it, or that work has not been completed properly, your cover doesn't include putting that right.

#### Deliberate damage or misuse

We won't **repair** or **replace** any parts that have been deliberately damaged or misused. Our engineer will use their expert judgement to determine how the damage was done.

#### Damage linked to the supply of your gas, water or electricity

We won't **repair** any damage that's caused by changes in, or problems with, the supply of your gas, water or electricity.

#### External water supply stopcock

If we can't turn off the external water supply stopcock to your **home** to complete your **repair** it's up to you to get your water supplier to turn it off.

#### Any damage that's covered by other kinds of insurance

Your **product** doesn't include **repairing** or **replacing** any damage caused by extreme weather, flooding, escape of water, structural issues, fire or explosions – or any other kind of damage that's normally covered by household insurance – unless your **product** specifically includes it.

If your **product** specifically includes anything that's also covered by your household insurance, we're only responsible for our fair share.

#### Software, internet communications or radio signals

We're not responsible for any loss or damage caused by malicious, inappropriate or unintentional interference with the software, internet communications or radio signals of any **boiler and controls**, appliance, device or system covered under this **agreement**.

#### Communication connections

We're not responsible for your internet connection nor the data transmission to, or from any boiler, appliance, device or control system and we're not responsible for **repairing** or **replacing** any network hub, smart speaker or voice controlled equipment or any smart functionality, for example, connectivity to or from your thermostat or radiator valves and mobile devices (excluding Hive hub and

receiver).

#### Any other loss or damage

We're not responsible for any loss of or damage to, or cleaning of property, furniture or fixtures as a result of your boiler, appliance or system breaking or failing unless we caused it, for example damage caused by water leaks. We're not responsible for any reduction in value or damage which results indirectly from anything insured by your **agreement**, such as loss of earnings or travel expenses, or anything which happens naturally over time including deterioration or wear and tear, settlement or shrinkage. We're also not responsible for any losses incurred as a result of delayed, rearranged, or cancelled appointments or failure to have a CP12 in place.

#### Making any improvements

Your **product** only includes **repairing** or **replacing** your boiler, appliance or system when it stops working properly – it doesn't include any improvements or **upgrades**, for example: **replacing** smoke alarms that are past their recommended replacement date or expiry date, **replacing** working radiators, swapping standard radiator valves for thermostatic ones or **replacing** electrical cables and fuseboards that still work.

Where we've told you that an improvement is necessary, we may not continue to make **repairs** on that part of your boiler, appliance or system unless the work has been carried out.

#### Steel or iron pipes

We won't **repair** or **replace** steel or iron pipes, except:

- your water supply pipe from the boundary of your **property** to your **home**;
- your **gas supply pipe**, from your meter to your boiler or appliance(s); and
- your soil stack/vent pipe where these pipes are specifically covered by your **agreement**.

#### Energy/central heating management systems

We won't **repair** or **replace** energy or **central heating** management systems.



## Complaints

To make a complaint:

- contact us at [britishgas.co.uk/complaints](http://britishgas.co.uk/complaints);
- call us on **0333 200 8899**; or
- write to us at:  
**British Gas Services  
Customer Relations  
PO Box 699  
Winchester  
SO23 5AR**

We take any complaint seriously and we'll do our best to resolve the issue right away. If we need more time to investigate, we'll let you know and keep you updated.

If your complaint relates to one of our insurance **products** and you're not satisfied with our final response or it's been more than eight weeks since we received your complaint, you may be able to take it to the Financial Ombudsman Service:

- by calling them on **0800 023 4567**
- or writing to them at:  
**Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR**

For more information, visit [financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)

If your complaint relates to one of our non-insurance **products** and you're not satisfied with our final response or it's been more than eight weeks since we received your complaint, you may be able to take it to the Alternative Dispute Resolution service (Utilities ADR).

For more information visit [www.utilitiesadr.co.uk](http://www.utilitiesadr.co.uk)

## Compensation scheme

British Gas Insurance Limited is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if British Gas Insurance Limited cannot meet its obligations. General insurance is covered for 90% of the claim, without any upper limit. You can get more information about the compensation scheme from FSCS at [fscs.org.uk](http://fscs.org.uk) or by phoning **0800 678 1100**.

## Cancelling your agreement

### Your cancellation rights

#### How you can cancel

You can cancel your **agreement** or a **product** at any time, by calling **0333 202 9523** – or writing to us at:

**HomeCare Membership Office  
Murdoch House  
Bothwell Road  
Uddingston  
G71 7UD**

#### If you cancel your product within 14 days

We'll give you a full refund of your **product(s)** if you cancel within 14 days:

- for your Electrical Installation Condition Report and Boiler IQ, the 14 days begins the day you accept our quotation; and
- for all other **products**, the 14 days begins on the start or renewal date, or from the date you received the policy documents if this is later

This is your cooling off period. If we've done work for you before the cooling off period ends and then you cancel your **agreement** or **products** you may have to pay cancellation charges – see cancellation charges table.

#### If you cancel after 14 days

We'll cancel your policy from the date you notify us and we'll refund you for the rest of the time you have already paid for.

If we've carried out any work for you, you may have to pay cancellation charges – see cancellation charges table.

Cancelling your Direct Debit through your bank doesn't mean that you've cancelled your **agreement** with us. If you stop your Direct Debit without telling us, we'll try writing to you to collect the money you owe. If we don't hear from you and you don't pay, we'll cancel your **agreement** no less than 30 days after the date we first found out your payment had failed.

You may also have to pay cancellation charges – see cancellation charges table.

#### Cancellation charges

If you or we cancel your **agreement** or any **products** and we've already completed work for you since you bought or renewed them, you may have to pay cancellation charges.

The table on the right side of this page shows you the amount you may have to pay. We'll take off any **excesses, fixed fees** and payments you've made since you bought or renewed your **agreement**.

Type of work completed	Charge per piece of work completed
Boiler or Central Heating repairs or replacement	£115
All other completed repairs or replacement	£70
Annual service or first service	£65

Type of work completed	Charge per piece of work completed
Gas safety certificate	from £24*
Gas safety check and gas safety certificate	from £24*
Electrical installation condition report	from £150**
Boiler IQ installation	from £49***

\* The amount charged will be dependent on the number and type of appliances checked and whether you have any other **products**.

\*\* The amount charged will depend on the size of the **property**, and the number of circuits checked

\*\*\* Only applies if cancellation occurs within the cooling off period

## Introductory offers

If you cancel or do not renew a **product** and then buy a **product** with similar features from British Gas:

- more than once in three years; or
- within three months

then you may not be eligible for any promotional offers or new customer prices.

## When we can cancel

We can cancel your **agreement** or **product** if:

- you give us false information;
- your boiler or appliance isn't on our **approved list**;
- we find a pre-existing fault during your **first service**;
- your **product** does not include a **first service** and we find a pre-existing fault at your first breakdown;
- we can't find the parts we need to **repair** your boiler, appliance or system, despite our attempts;
- you put our people's health and safety at risk, for example, physical or verbal abuse;
- your **home** or **property** is unfit or unsafe to work in;
- you don't let us in to your **home** or **property** to work, despite several attempts;
- we tell you to make permanent **repairs** or improvements, but you don't; or
- you don't make your payments

We'll try writing to or emailing you to collect the money you owe. If we don't hear from you and you don't pay, we'll cancel your **agreement** no less than 30 days after the date we first found out your payment had failed. You may also have to pay cancellation charges – see cancellation charges table.

If we cancel your **agreement** or **product** we'll refund you for the rest of the time you've already paid for. Where you have Boiler and Controls Cover or Central Heating Cover and we can't find the parts we need to **repair** your **boiler and controls** or **central heating**, if you decide to cancel and contact us accordingly, we'll refund any money you have paid for these **products** since your last renewal date or your

last claim, whichever was the more recent.

If we've completed a **repair, replacement** or an **annual service** since you bought or renewed your **agreement** or **product**, you may also have to pay cancellation charges – see cancellation charges table.

If we cancel your **agreement** or **product** at your **first service**, we'll refund you in full, unless we've completed any work since you bought your **agreement** or **product** in which case you may have to pay cancellation charges – see cancellation charges table.

Where you have Boiler and Controls Breakdown Cover or Central Heating Breakdown Cover and;

- we can't get hold of the parts we need to fix your **boiler and controls** or **central heating**, and
- you decide to cancel and contact us accordingly, we'll refund any money you have paid for these products since your last successful claim or your last renewal date (if this informed you that we may not be able to source the parts), whichever was the more recent, up to a maximum of three years

We can cancel your Boiler IQ if:

- you do not have a HomeCare **product** or British Gas warranty that covers your boiler;
- you move **home**; or
- you **replace** your boiler with a boiler that's not compatible with the **boiler IQ hardware**

If you have Boiler IQ and we don't contact you to let you know your boiler has failed to produce heat or hot water but subsequently our engineer using their expert judgement agrees there was a boiler failure, we'll refund any money you have paid for this **product** since your last notification alert.

# How to make a claim

For a breakdown or **repair**, you may find that it is quickest and easiest to contact us at **britishgas.co.uk/breakdown**, or via the **British Gas App**. Alternatively, you can call us on **0333 200 8899**. If you'd like a security password or have any special needs, please call us and let us know.

Our breakdown line is open 24/7. We may record calls to help improve our service to you. Call charges to 03 numbers will cost no more than 01 or 02 numbers, please check with your phone provider.

## Other useful contacts

A gas escape		0800 111 999
A first service or annual service visit	<b>britishgas.co.uk/ASV</b>	0330 100 0079
A general enquiry	<b>britishgas.co.uk/contactus</b>	0333 200 8899
To make a complaint	<b>britishgas.co.uk/complaints</b>	0333 200 8899
Moving home	<b>britishgas.co.uk/homemove</b>	0333 200 8899
If you're a landlord or tenant	<b>britishgas.co.uk/home-services/landlords</b>	0333 202 9798
To cancel all or part of your agreement		0333 202 9523
Alternative formats – Braille/large print/audio tape		<b>britishgas.co.uk/psr</b>
Home improvements	<b>britishgas.co.uk/home-improvements</b>	0333 230 6674



Download the British Gas App today and spend less time running your home, and more time enjoying it. With the touch of a finger, you can submit meter readings, pay your bill, and book a repair or boiler services.



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