

Premier Boiler Solutions Ltd

Boiler Service Plan — Customer Agreement & Welcome Pack

Issued when a plan is set up. One copy is emailed to the customer at sign-up.

Customer: [CUSTOMER NAME] **Property covered:** [ADDRESS] **Plan:** [Boiler Service Plan £8.99 per month / Boiler Service + Gas Safety Plan £10.99 per month] **Monthly amount:** [£8.99 / £10.99] **First collection date:** [DATE] **Payment method:** Direct Debit, collected by GoCardless Ltd **GoCardless mandate reference:** [MANDATE REF] **Plan start date:** [DATE]

1. What you have signed up to

Your plan runs from month to month and is billed monthly in advance by Direct Debit through GoCardless. Your bank details are held by GoCardless, not by us.

Your plan includes:

- **One annual boiler service** each 12 months, carried out by a Gas Safe registered engineer to the manufacturer's specification
- **Free call-out and diagnosis** if your boiler breaks down
- **10% off repairs** — parts and labour charged at our standard rates, less 10%
- **10% off a new boiler installation** quoted by us

Plan 2 also includes an **annual gas safety check and certificate**.

New customers pay **half price for the first month**; the standard monthly price applies from the second month.

2. The free call-out, explained

So there is no misunderstanding:

- **Included at no charge:** our attendance and the diagnosis of the fault.
- **Chargeable:** any repair work and any parts needed, at our standard rates

less your 10% plan discount.

- There is no limit on the number of call-outs in the plan period.

3. Eligibility

To join a plan, your boiler must be:

- In working order at the start of the plan, with no known fault or leak;
- Domestic, and installed at the property named above;
- Owned by you, or covered with the owner's permission;
- Serviced and maintained in line with the manufacturer's instructions.

Faults that existed, or were reasonably foreseeable, at the start of the plan are not covered. Boilers over 15 years old are not eligible. Where a boiler's age, condition, type or service history makes cover unsuitable, we may decline the plan or apply a waiting period before cover begins.

4. Your Direct Debit

- Payments are collected monthly in advance by **GoCardless Ltd** under the

Direct Debit Guarantee.

- We will give you at least **10 working days' notice** of any change to the

amount or date of collection.

- We will give you at least **30 days' written notice** of any price increase,

and you may cancel before it takes effect.

5. Cancelling

- You have **14 days from the start of the plan** to cancel and receive a full

refund of any payments made — unless an appointment has already been carried out at your request, in which case we may charge for the work done.

- After that, the plan is **rolling monthly**. You may cancel at any time with

30 days' written notice.

- You can cancel the Direct Debit with your bank at any time. Cancelling the

Direct Debit does not by itself cancel the plan, so please tell us too.

6. This agreement and finance

These payments are for your service plan only. They are **not** connected to any finance or credit agreement you may have for installation work. Finance is arranged separately and provided by the lender, and no finance payments, loan repayments or deposits are collected through GoCardless.

7. Contact us

Premier Boiler Solutions Ltd · 2 Hadfield Road, Heckmondwike, West Yorkshire, WF16 9PN · Company number 16825158 · Gas Safe 957376 **07951 717095** · **premierboilersolutions@gmail.com**

Your full plan Terms & Conditions are available on request and are provided at sign-up. They form part of this agreement.

The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept

instructions to pay Direct Debits.

- If there are any changes to the amount, date or frequency of your Direct Debit,

GoCardless Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request GoCardless Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

- If an error is made in the payment of your Direct Debit, by GoCardless Ltd or

your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when GoCardless Ltd asks you to.

- You can cancel a Direct Debit at any time by simply contacting your bank or

building society. Written confirmation may be required. Please also notify us.