

Heat4orce Ltd Gold Service Package

Terms and Conditions

1. About your package

The Gold Service Package provides an annual service for the Gas or LPG Boiler included in your agreement at a residential or holiday property. Magnetic filter cleaning, a hot water cylinder check and gas safety checks are included only where agreed as part of your selected package.

This is a scheduled servicing package. It does not provide insurance, breakdown cover, emergency attendance, repairs or replacement parts.

Your selected package, agreed price and payment arrangements will be confirmed separately. Please retain these terms with your confirmation.

2. Prices and payments

The annual package prices are currently:

- Boiler service (with Magnetic filter): **£90**
- Boiler service and hot water cylinder check: **£105**
- Boiler service and gas safety check: **£135**

The agreed scope of any cylinder or gas safety check will be confirmed when you enrol. Additional appliances or work will be charged separately by agreement.

Payments are collected by Direct Debit through GoCardless, normally over 12 months. Where a different payment schedule is needed before your first service, this will be agreed directly with you.

Invoices may cover a three-year period. This invoicing arrangement does not itself create a three-year minimum commitment. Your package continues annually until cancelled under these terms.

3. Prices and price reviews

We aim to maintain Gold Service Package prices for periods of up to three years. This is not a fixed-price guarantee. Prices may be reviewed earlier where increases in labour, supplier costs or applicable taxes directly increase the cost of providing the package. Any increase will be proportionate to those additional costs.

We will give you at least 30 days' written notice of any increase, explaining the reason, revised price and when it will apply.

If you do not accept the increase, you may cancel by notifying us before it takes effect, without a cancellation or administration fee. This exemption applies only to cancellation in response to a notified price increase. Other cancellations remain subject to section 9 and your statutory rights.

Any unpaid balance for services already provided remains payable at the previously agreed price, after crediting payments made. Advance payments for our services that will not be carried out, will be refunded.

4. Arranging your annual service

We will contact you to arrange your annual service around the relevant service due date, taking account of applicable manufacturer requirements. Landlord gas safety checks will be scheduled separately where necessary to meet their required deadline.

We will make up to three attempts to contact you using the details you have provided. You must keep your contact details current and respond so that we can arrange access. You may also contact us when your service is due.

If we cannot arrange a visit, we will explain the next steps and how any payments will be treated. Your payments do not automatically become non-refundable simply because we have been unable to contact you.

5. Appointments and access

Please give at least **48 hours' notice** if you need to cancel or rearrange an appointment.

A **£50 missed-appointment charge** may apply where you give less than 48 hours' notice, are unavailable at the agreed appointment, or fail to provide safe access. Any charge will reflect the reasonable loss caused by the missed visit and will not exceed £50.

You must provide safe, clear access to the boiler and any other equipment included in your package. Please tell us promptly if the boiler is faulty, inoperable or inaccessible.

If a fault or access problem prevents the service from being completed, we will explain what work is needed and agree any charge for a return visit before booking it. Repairs are not included in the package.

No missed-appointment charge applies where Heat4orce cancels the visit.

6. What the service includes

A suitably qualified Gas Safe registered engineer will service your boiler in accordance with the manufacturer's instructions.

The service includes the applicable safety, operational and combustion checks, inspection and cleaning required for the appliance, and a service report. Where included and safely accessible, the magnetic system filter will be checked and cleaned.

Any agreed hot water cylinder or gas safety checks will be carried out within the scope of your selected package. A gas safety check does not include servicing additional appliances. Where a landlord gas safety check is included, a gas safety record will be issued on completion of the required checks.

We will advise you of faults, safety concerns or recommended remedial work. Additional work will be quoted separately and requires your agreement.

Where an unsafe situation is identified, our engineer will follow the applicable gas industry procedures. This may mean the appliance must not be used until the issue has been resolved.

7. What is excluded

The package does not include:

- Breakdown or emergency attendance.
- Repairs, replacement parts or additional remedial work.
- Powerflushing, descaling or chemical treatment.
- Servicing additional boilers or appliances unless specifically agreed.
- Work outside the scope of your selected package.

We may be unable to complete a service where equipment is unsafe, inoperable, inaccessible, subject to a relevant manufacturer recall, or cannot be serviced safely in accordance with the manufacturer's instructions.

Manufacturer guarantee repairs should be arranged with the manufacturer. Nothing in this section excludes responsibility for damage or loss caused by our failure to exercise reasonable care and skill.

Additional strip-down work

If findings or readings during the annual service indicate that additional strip-down work is required, this work will be charged separately from your Gold Service Package.

We will explain the reason and provide a quotation for the additional labour and any necessary parts, seals or gaskets before proceeding. The work will only be carried out with your agreement and may require a separate appointment.

If you decline the additional work, we will explain any implications for completing the service or safely using the appliance.

8. Missed payments

If a payment is missed, we will notify you in writing within five working days and explain how to bring your payments up to date. If not paid but then settled on the appointment via card or cash payment this is deemed acceptable.

We may however reserve the right to suspend an appointment while payments are overdue. If the overdue amount remains unpaid after the date of the appointment, we may then cancel the package after written notice for future years.

We may at this point provide a closing statement showing payments received, charges properly due for services already provided, and any balance or refund. Cancellation does not remove an outstanding payment obligation for work already supplied.

9. Cancellation and refunds

You may cancel by contacting us using the details below. Please do not rely solely on cancelling your Direct Debit, as this does not notify us that you wish to end the agreement.

During the cooling-off period

Where statutory cooling-off rights apply, you may cancel within 14 days after entering the agreement without a cancellation or administration fee.

If you expressly request that services begin during that period, we will explain any payment obligation before starting. If you then cancel, you may be required to pay a proportionate amount for services properly supplied, where legally permitted. Taking a payment does not itself remove your cancellation rights.

Any statutory right to cancel is lost through full performance only where the relevant legal requirements, including your express consent and acknowledgement, have been met.

After the cooling-off period

A **£30 administration charge** applies to ordinary cancellation after the cooling-off period, provided it is lawful and reflects reasonable cancellation administration costs.

We will account for services already provided at the agreed package price, deduct payments already received, and explain any remaining balance. Advance payments for future services that will not be provided will be refunded, less any properly applicable cancellation charge.

The £30 charge does not apply when you cancel in response to a notified price increase under section 3, or where you are legally entitled to cancel without it.

If we cancel the package, we will explain the reason and provide a closing statement. We will not charge a cancellation administration fee.

10. Delays beyond our reasonable control

If an event beyond our reasonable control prevents a visit, we will notify you and take reasonable steps to rearrange it.

If we cannot provide the service within a reasonable period, you may cancel the affected service without a cancellation fee and receive a refund for any service paid for but not supplied.

11. Complaints

Please contact us if you are dissatisfied with our service. We will acknowledge your complaint, investigate and explain our proposed resolution.

Complaints may be made by the package holder or an authorised representative. Your statutory rights remain unaffected.

12. Privacy

We use your personal information to administer the package, arrange appointments, collect payments and provide service documentation.

Our Privacy Policy explains how we collect, use and share your information and is available at www.heat4orce.co.uk.

13. Our responsibility and applicable law

We will provide our services with reasonable care and skill. We are responsible for foreseeable loss or damage caused by our breach of this agreement or negligence.

Nothing in these terms limits liability for death or personal injury caused by negligence, fraud, or any liability that cannot lawfully be excluded. Nothing affects your statutory consumer rights.

These terms are governed by English law. Consumers retain any mandatory protections and rights to bring proceedings in the relevant courts of the UK country where they live.

14. Contact us

Heat4orce Ltd

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