

Boiler Service Plan – Terms & Conditions

1. Service Provided

- One annual boiler service per 12-month period is included.
- The service covers labour for the standard boiler service and landlords certificate (if applicable).
- Replacement parts, repairs, or additional work are not included, unless otherwise agreed in writing.
- Services will be carried out in line with industry standards and relevant regulations.
- If the boiler was fitted by another plumbing company, a Gas Safety Check must first be carried out by a Plumbex Plumbing and Heating Gas Engineer at a cost of £50 (payable separately before the plan begins).
- All boilers must be under warranty by the manufacturer.

2. Payment

- The monthly fee is £12, payable by Direct Debit.
- Payments are collected monthly in advance through our payment provider.
- If a payment is missed, we reserve the right to pause or cancel your plan until payments are up to date.
- Fees are subject to review; we will provide at least 30 days' notice before any price changes.

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3. Contract Term & Renewal

- The plan runs for a minimum term of 12 months.
- After the initial 12 months, the plan continues unless cancelled.
- If you cancel before the 12 months are complete, you may be required to pay the balance of the year's service cost.

4. Cancellation

- You may cancel your plan after the minimum 12-month term by giving 30 days' written notice (email or letter).
- No refunds will be given for payments already made.
- We may cancel the plan with 30 days' notice, or immediately if payments are not made.

5. Customer Responsibilities

- Ensure safe access to the property on the agreed service date.
- Inform us of any known faults or issues before the service visit.
- Keep your contact and payment details up to date.
- Arrange and pay for the initial £50 Gas Safety Check if your boiler was not installed by Plumbex.

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6. Provider Responsibilities

- Notify you when your annual service is due and arrange a suitable appointment.
- Carry out the service with reasonable care and skill.
- We are not responsible for breakdowns, faults, or damages outside the scope of the annual service.

7. Liability

- Nothing in these Terms limits our liability for death, personal injury, or negligence under UK law.
- We are not liable for indirect losses such as loss of profit, loss of heating, or additional costs caused by boiler failure.

8. Governing Law

- These Terms are governed by the laws of England and Wales.
- Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

Contact Us

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