

# Terms and Conditions for WEFIXANY Boiler Care Service Packages

**1. Overview** To ensure your boiler runs efficiently and provides added peace of mind, we offer three boiler care packages—Bronze, Silver, and Gold. Each package is designed to cater to different needs and budgets, with convenient monthly payments. Cover is for the surveyed boiler only, in the property noted at the time cover is taken out.

## 2. Package Details

### **Bronze Care Package - £12 per month**

- Annual boiler service and inspection
- Digital or paper certificate
- Discounted priority call-out

### **Silver Care Package - £20 per month**

- Annual boiler service and inspection
- Digital or paper certificate
- Central heating chemical check
- Heating system inspection
- Boiler parts and heating controls
- Discounted priority call-out

### **Gold Care Package - £30 per month**

- Annual boiler service and inspection
- Digital or paper certificate
- Central heating chemical check
- Heating system inspection
- Boiler parts and heating controls
- Hot and cold pipes and radiator cover
- Emergency call-outs

**3. Payment Terms** Monthly payments for the chosen care package will be collected via direct debit. Payments are due on the 1st of each month.

**4. Package Activation** The care package will be activated upon receipt of the first payment. Services included in the package will be provided within a reasonable timeframe following activation.

## 5. Service and Coverage

- **Annual Boiler Service and Inspection:** Includes a comprehensive check of the boiler to ensure it is operating safely and efficiently.
- **Digital or Paper Certificate:** A certificate will be issued following the service, either digitally or in paper form.
- **Discounted Priority Call-Out:** Discounts apply to emergency call-out services. Up to 20%, maximum 2 per month.
- **Central Heating Chemical Check:** Available in Silver and Gold packages, including checking the condition of the central heating system's chemicals.
- **Heating System Inspection:** Available in Silver and Gold packages, includes checking the overall heating system.
- **Boiler Parts and Heating Controls:** Available in Silver and Gold packages, includes the replacement of essential boiler parts and controls. Up to £300 cover on parts, maximum 2 per year.
- **Hot and Cold Pipes and Radiator Cover:** Available in the Gold package, covers issues related to hot and cold pipes and radiators. Full survey carried out prior to cover.

- **Emergency Call-Outs:** Available in the Gold package, includes urgent repairs outside of regular service hours. Maximum 4 call-outs per month.

**6. Exclusions** The following are not covered by any of the care packages:

- Repairs due to misuse or neglect
- Work required due to damage from external factors
- Parts or services not included in the respective package
- Any additional work beyond the standard scope outlined in each package

**7. Cancellation Policy** You may cancel the care package at any time with a 30-day notice period. Any outstanding payments will need to be settled prior to cancellation.

**8. Refunds** No refunds will be provided for unused portions of the care package after cancellation.

**9. Changes to Terms** We reserve the right to amend the terms and conditions of the care packages. Customers will be notified of any changes in advance.

**10. Contact Information** For any questions or to discuss your care package, please contact us at [info@wefixany.co.uk](mailto:info@wefixany.co.uk)