STAR COVER TERMS AND CONDITIONS

1. LEVEL OF COVER
1.1 Cover can be taken out for any domestic gas appliance or multiples thereof.
1.2 Same day callout providing call is received by 12.00 noon subject to availability of an engineer.
1.3 Safety check - At the time of the Annual service visit the service engineer will check the safe operation of the appliance serviced.
1.4 Annual visit - A service engineer will, by prior appointment, service the specified appliance once a year during the period April to August - plus clean and adjust as necessary.

2. PERIOD OF SERVICE CONTRACT
2.1 Where payment is annually in advance, the service contract is valid for one year from the date of notified acceptance of the contract and for each year it is renewed.
2.2 Where payment is by monthly instalments, the service contract is an annual agreement and shall remain valid from year to year from the date of notified acceptance of the service contract and for each period it is renewed. If any due instalment remains unpaid, the service contract will automatically terminate and Gasway Services Ltd will seek to recover the outstanding instalments.

3. PAYMENT AND RENEWAL
3.1 Payment for the service contract is made;-
a) Annually in advance, or,
b) By monthly instalments to be paid as notified by Gasway Services Ltd to the customer.
3.2 The renewal date of the service contract will be the yearly anniversary of the date the contract first commenced. Notification of the renewal charge will be sent in advance of the renewal date.
3.3 This service contract shall remain valid for so long as no payments are outstanding pursuant to the conditions of this contract.
3.4 Gasway Services Ltd reserves the right to refuse to offer renewal of any service contract.

4. CHANGE OF OWNERSHIP
4.1 If the ownership of the premises in which the appliance covered by this service contract changes, the new owner may have the benefits of the contract for the remainder of the period for which payment has been paid. This applies to annually paid contracts only. Service contracts paid by monthly instalment can only be transferred by prior arrangement with Gasway Services Ltd.

5. CONDITION OF THE CENTRAL HEATING BOILER AND INSTALLATION
5.1 Acceptance of the appliance onto the service contract does not imply that it is installed satisfactorily or legally.
5.2 At the time of the first service visit, Gasway Services Ltd reserve the right to cancel the contract and refund any monies paid, for reasons of safety, accessibility, installation and condition of the appliance and connected system.

6. EXCLUSIONS
The following are excluded from service contracts:
6.1 Weekends and bank holiday callouts. - (Except for Platinum cover).
6.2 Continuous callouts for intermittent faults that are not apparent at the time of engineer's visit
6.3 Adjustments to time and temperature controls.
6.4 Any defect on the central heating system or inadequacy attributable to the design of the central heating system/installation.
6.5 Any defect or damage occurring from the failure of the public Electricity, Water or Gas supply.
6.6 If following a site visit by a service engineer, a recommendation to repair a fault is not carried out, Gasway Services Ltd reserves the right, after due consideration of all the facts, to invalidate the service contract.
6.7 No pipes, ducts or electrics contained within the fabric of the building i.e. in floors or walls.
6.8 Gas supply pipe work from meter to appliance isolation point unless policy includes Gas supply pipe work cover.
6.9 Any damage caused by aggressive/hard water resulting in scale, shale and/or sludge.
6.10 Any secondary flue systems located in the fabric of the building.
6.11 Electrical supply up to and including the isolation point.
6.12 Domestic cold water storage cistern.
6.13 Any defect or damage occurring as a result of freezing conditions.
6.14 Any defect or damage caused to persons or property as a result of water damage.
6.15 Any defect or damage caused to or occurring as a result of third party interference or remedial work.
6.16 Any other part of the heating system including radiators, valves and all associated heating and hot water pipe work. - (Exclusion applies to Silver cover only).
6.17 The cost of replacing system inhibitors shall be met by the customer if this is required.
6.18 The cost of power-flushing shall be met by the customer if this is required.
6.19 All hot /cold water supply pipe work and any secondary circulation pumps/pipe work.

7. CONTRACT CONDITIONS
7.1 Any alterations/modifications to the system must be notified to Gasway Services Ltd prior to commencement of works.
7.2 The maximum sum covered, including parts, labour and VAT is £800 (£1000 for platinum cover) in any one year of cover.
7.3 In the event of parts being obsolete or the boiler being beyond economical repair, an allowance of £400 shall be given against the cost of a replacement boiler or the remaining sum of the maximum annual coverage (7.2) whichever is less.
7.4 The allowance shall only be given if Gasway Services Ltd carries out the replacement within the period of an active policy.
7.5 With Gas supply pipe work cover; in the event of a gas escape on pipe work buried within the fabric of the building, old pipe work shall be made redundant and a new supply shall be run.

8. CANCELLATION
8.1 If you cancel your contract with us we will not normally give a refund. However you are entitled to a refund if you cancel within 7 days of commencement or renewal provided we have not carried out any work on any appliance or system covered. If we have carried out works, we will charge you an amount that covers the cost of work carried out.
8.2 If you are paying by monthly instalments, any instalments still outstanding shall remain payable to expiry date.
8.3 We will cancel your agreement if:-
a) You have given false information.
b) You do not make an agreed payment.

OFFICE USE ONLY Reference No. I N T

APPLICATION FORM

Please complete in block capitals all the sections with white boxes.

CUSTOMER DETAILS

TITLE

INITIALS

SURNAME

ADDRESS

POST CODE

TELEPHONE Inc. area code

COVER REQUIRED
Please tick one box only

☐ PLATINUM ☐ GOLD ☐ SILVER

BOILER DETAILS

TYPE - e.g. conventional, fire, combination, etc.

MODEL

MAKE

ADDITIONAL APPLIANCES REQUIRING COVER

TYPE - e.g. cooker, heater, hob, etc.

MODEL

MAKE

For any further appliances, please supply details on a separate sheet of paper.

GAS SUPPLY PIPEWORK COVER - Please tick if required ☐

METHOD OF PAYMENT

☐ ANNUALLY ☐ MONTHLY by DIRECT Debit - see right

☐ CHEQUE Please make payable to Gasway Services Limited

☐ CREDIT/DEBIT CARD ☐ MASTERCARD ☐ VISA/DELTA ☐ SWITCH

VALID FROM VALID TO AMOUNT

CARD No.

CUSTOMER DECLARATION. I hereby apply for GASWAY STAR Maintenance Cover Plan in accordance with the terms and conditions. I confirm that the information is correct and that the appliance(s) to be covered are in good working order to the best of my knowledge and belief.
N.B. All Cover Plans are subject to a 12 month contract and will commence from the first of the month following application acceptance.

CUSTOMER SIGNATURE

DATE

Gasway Services Limited
18 Burnet Road, Sweet Briar Industrial Estate, Norwich, Norfolk NR3 2BS.

Complete this Direct Debit form or
SAVE TIME - Call us for immediate set up by phone.

Instructions to your Bank or Building Society to pay by Direct Debit

Please pay Gasway services Ltd. Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Gasway Services Ltd. and, if so, will be passed electronically to my Bank/Building Society.

Originator's Identification Number

6	4	5	7	2	1

Reference Number (office use only)

Please fill in the whole form using a ballpoint pen.

Name(s) of Account Holder(s)

Bank/Building Society account number

Branch Sort Code

Name and full postal address of your Bank/Building Society

To: The Manager Bank/Building Society

Address

Postcode

Signature(s)

Date

Banks and Building Societies may not accept Direct Debit Instructions from some types of account.

The Direct Debit Guarantee

DIRECT Debit

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change, Gasway Services Ltd. will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Gasway Services Ltd. or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to Gasway Services Ltd.