

BOILER BREAKDOWN INSURANCE

Summary of Cover

BOILER COVER

You will be covered against the cost of repairs to your boiler, (including all component parts within), ie time control, room thermostat, associated controls and normal working hour labour costs, (excluding energy management systems & system power flush).

SYSTEM COVER

As Boiler Cover but you will also receive an annual boiler service and gas safety inspection.

The policy does not cover the cost of replacement or repair where the boiler is beyond economical repair or failure caused by external public services to the property or contaminated water due to insufficient treatment.

Our total liability during any one period of insurance shall not exceed £750 including parts, labour and VAT.

Complaints Procedure

Any enquiry or complaint regarding your Policy should be sent to the Customer Care Department at the address below. Should you remain dissatisfied, short of court action you:

- A. Can approach the Institute of Plumbing and Heating Engineering for assistance by contacting:

The Professional Standards Administrator on 01708 463111 or via email by visiting http://www.iphe.org.uk/complaints_procedure.html

- B. Have the right to ask for the Corgi Insurance Services to review your case.

Customer Services can be contacted at:
Insurance House, 125/129 Vaughan Way,
Leicester LE1 4SB

English Law

The agreement shall be governed by and construed in all aspects in accordance with the laws of England, and each party hereby submits to the non-exclusive jurisdiction of the English Court.

N.B. Cover is subject to the Terms and Conditions of the Policy issued

Full details of exclusions and conditions will be sent when you purchase a policy but a specimen of the policy can be obtained on request. Copies of any correspondence relating to this application should be kept by the proposer. A copy of the accepted application form is available for up to three months after its completion.

Purchasing a **PLATINUM PROTECTION Service Cover** Extended Warranty and Breakdown Insurance Policy does not limit your protection under the manufacturer's guarantee, nor does it affect your statutory rights.

Please note Breakdown insurance is not covered under any household contents insurance scheme

IMPORTANT-READ THIS SECTION CAREFULLY

Standing Order Mandate

This scheme has been set up and designed for your convenience to spread your warranty premiums over 12 monthly payments, therefore helping to keep the cost within your family budget.

Also protecting your investment and ensuring the continued efficiency and safety of your Boiler and Central heating and hot water system.

We want you to relax, let us take control, giving you peace of mind that you will never be left without heating and hot water or faced with unexpected and expensive repair bills.

Therefore it is essential you keep up payments on your insurance warranty. Failure to do so may invalidate the policy or delay the response call out time and annual boiler service and safety inspection.

Gas Serve *direct Ltd* take no responsibility for missed or late payments, or do we inform you of this. We give you the choice of either the beginning or the end of the month for your standing order debit to be deducted if payments are not kept up Gas Serve *direct Ltd* reserve the right not to refund payments already made.

Therefore it is essential that funds are always available on these dates and we advise you to regularly check your bank statements. The premium will be collected over 12 months commencing approximately one month after receipt of the completed application. On expiry of the initial period the renewal premiums will automatically be deducted on a monthly basis unless otherwise instructed.

Telephoning Gas Serve *direct Ltd*

Under OfTel regulations we are obliged to inform you that your telephone conversation with our representative may be recorded.



A member to the Council of registered Gas installers - Corgi,
Institution of Plumbing & Heating Engineers - IPHE,
Heating & Hot water Information Council - HHIC,
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RELAX, LET US TAKE CONTROL !