

Terms, Conditions and Agreement of CHG South West Domestic Gas, Oil and Solid-Fuel Service Plans

Terms & Conditions



Terminology

"You and your" means "you and/or your spouse, partner or appliance"

"Us, we and our" means "CHG South West Ltd"

Our Promise to you

We aim to provide a safe, high-quality professional service to maintain and repair the equipment covered by this agreement. It is important that you read these Terms and Conditions carefully before signing on the last page. If you have any questions about this Agreement, please contact us on 01308 420170.

Summary of the CHG South West Service Plans

CHG South West Service Plans are only available for domestic mains gas, LPG, oil and solid-fuel appliances (excluding Agas, Rayburns and Ranges) used inside your home or for external oil-fired appliances.

Our three levels of Service Plans are for maintaining and repairing your heating system and the level of covered equipment is dependent on the plan you purchase. Our trained engineers will advise you on which level of plan is appropriate for your heating appliance when they visit to conduct their Initial Safety inspection.

Inclusions

We offer three levels of Service Plan:

Included	Gold	Silver	Bronze
Annual Safety Inspection	✓	✓	✓
Guaranteed call-out within 24 hours, 365 days a year	✓	✓	✓
Unlimited annual call outs	✓	✓	✓
Labour for any visits to the appliance and controls	✓	✓	
Parts/materials required to the appliance and controls	✓		
Customer Care Team available to help and support	✓	✓	✓
Exclusive Discounts on further works	✓	✓	✓

Included Elements:	Gold Labour included Parts/materials included	Silver Labour included 7.5% discount on parts/materials	Bronze 7.5% discount on labour 7.5% discount on parts/materials
Heating Appliance	✓	✓	✓
Flue	✓	✓	✓
Controls, which include: Auto Bypass Valve - Cylinder Thermostat - Heating Expansion Vessel – Programmer - Pump - Room Thermostat - Zone Valve	✓	✓	✓
Heating Supply Pipework	✓	✓	✓
Heating Feed and Expansion Tank	✓	✓	✓
Fuel Supply Pipework For Mains Gas – from the meter outlet For LPG - up to and including the changeover valve	✓	✓	✓
Filling Loop	✓	✓	✓
Radiators	✓	✓	✓
Radiator Valves	✓	✓	✓
Replacement Nozzle, Flexible Oil Line, Filter and Fire Valve for Oil Appliances	✓	✓	✓
Brush, Sweep and Vacuum clean of Solid-Fuel Appliances	✓	✓	✓
Certification	✓	✓	✓

Cover eligibility

Levels of cover cannot be guaranteed until our Initial Safety Inspection has been made. Appliances may have restrictions to cover, based on, but not limited to:

- Age
- Reliability
- Parts availability
- Obsolescence

Initial Safety Inspection with no existing faults to Appliance

By asking us to visit for the Initial Safety Inspection, you are agreeing to our minimum level of plan, which is Bronze, and you will be charged the annual rate for this level (for gas or oil - see 'Payments' section).

During this Initial Safety Inspection we will service your boiler as per the Manufacturer's instructions. This will include checking that the flue and ventilation are working in accordance with legal requirements and regulations. We will analyse the combustion gases that your boiler produces using a Flue Gas Analyser where appropriate and test the system water. We will inspect the oil tank, gas cylinders and oil filter if present and provide you with the necessary certification.

Once the Initial Safety Inspection has been completed, you will be advised of the levels of cover available to you. You can then spread the cost of the agreed level of cover over 12 months via a Direct Debit/Standing Order payment or chose to settle the balance in full (see 'payments' section). Should you not wish to take the cover offered, you will only be charged for the Initial Safety Inspection (our standard Gas or Oil Bronze rate).

Initial Safety Inspection with existing faults to Appliance

If when we attend for an Initial Safety Inspection, and we find an existing fault, or you have reported a fault prior to or attendance we will:

1. Visit to diagnose and rectify the fault/s.
2. Conduct the Initial Safety Inspection when the fault is rectified and the appliance is functioning.
3. Invoice you after the fault works are rectified for any part/materials and labour at our standard rates.
4. Agree a suitable level of cover (Gold, Silver or Bronze) and send an Annual Statement so that payment can be arranged (either by Direct Debit/Standing Order over 12 months or settled in full).

By signing our Agreement you agree to pay any additional charges, as detailed above.

Please note that we will carry out an Initial Safety Inspection even if we have already carried out a Safety Inspection at the property within the last 12 months.

Ongoing Annual Safety Inspections

For all CHG South West Service Plan customers we will carry out a Safety Inspection once every year of your agreement. We will aim to carry out the Safety Inspection around the same time of year where possible. This will depend on our workload and your preference for an appointment.

During the Annual Safety Inspection we will service your boiler as per the Manufacturer's instructions. This will include checking that the flue and ventilation are working in accordance with legal requirements and regulations. We will analyse the combustion gases that your boiler produces using a Flue Gas Analyser where appropriate and test the system water. We will inspect the oil tank, gas cylinders and oil filter if present and provide you with the necessary certification.

Guaranteed 24 Hour Call-Out

For all Service Plan customers we offer a guaranteed call out within 24 hours, 365 days per year. Normally we will visit you the same day, subject to workload, but always within 24 hours. During business hours our Customer Care Team will be available on 01308 420170 to take your call (Monday to Friday 8.00am – 5.30pm and Saturday 8.30am to 12.30pm). Out of business hours please call the same number and you will be given a number for our on-call team of engineers for you to arrange a call-out appointment. It will be important for you to have your Service Plan Annual Statement to hand on an out of business hours call-out, so that our engineer can establish what level of Service Plan you are on.

Should you need to use any of our other services, for items not covered by a Service Plan, we will endeavour to attend as quickly as is possible, but cannot guarantee our 24 hour call-out.

Customer Benefits

Additional Cover

All levels of Service Plan have the option to include additional cover at an additional monthly cost. The items available for additional cover are listed below, and are designed to cover further preventive measures.

- Hot Water Cylinder – Vented (see 'Definitions'). Cylinder cover available on Gold, Silver or Bronze levels
- Hot Water Cylinder – Unvented (see 'Definitions'). Cylinder cover available on Bronze level only (irrelevant of what level your main appliance is on)
- Oil Tank Disaster Recovery Procedure (see 'Definitions'). Available for all levels of cover

Please see our 'Service Plan Pricing' for the Additional Cover Bundles.

The level of chosen cover for the above additional cover/s must not exceed the main appliance level. By way of example, if your heating appliance has Silver Cover, you can only have additional cover at the Silver or Bronze level and not Gold.

Gas/Solid-Fuel Fires and Gas Cookers

If you would like an annual safety inspection on any gas/solid-fuel fires or gas cookers in your property you can choose to cover the cost monthly (see 'Service Plan Pricing'). The main heating appliance will be serviced and covered as per the chosen plan level and any gas/solid-fuel fire/s or gas cooker will have an annual safety check only. Any additional works will be charged at our Bronze rates.

Rayburn and Aga ranges are not currently covered on our Service Plans, but if you let us know ahead of your Initial or Annual Safety Inspection of your main appliance, it can be serviced at the same time for an additional cost.

Landlords

If you own a domestic property which you let out, a Service Plan with a Landlords safety inspection certificate (CP12) can be given in line with legislation. It is crucial that we are informed of this at the time of you signing our agreement. The main heating appliance will be serviced and covered as per the chosen plan level and any gas/solid-fuel fire/s or gas cooker will have an annual safety check only. Any additional works will be charged at our Bronze rates. There will be an extra charge for this certification (see 'Service Plan Pricing').

Exclusive Discounts for Service Plan Customers Only

When your Initial Safety Inspection takes place, our Engineer will conduct a survey to establish the life expectancy of all of your heating and plumbing equipment and associated elements. The Engineer will advise you of any beneficial changes that could be made and also whether it would be worthwhile for you to include one or more of the following optional upgrades on your monthly plan.

CHG South West are happy to provide all Service Plan customers exclusive discounts on the following works:

1. A 7.5% discount on labour and parts/materials for a Power Flush. A Power Flush can increase the life of your system and improve the efficiency (see 'Definitions').
2. A 7.5% discount on labour and parts/materials for an Inline Magnetic Filter installation, which is a high efficiency magnetic filter which keeps your system operating at its best (see 'Definitions').
3. A 7.5% discount on labour and parts/materials for mains Electrical Earth Bonding to the water, gas/oil pipework, aimed to protect you from an electric shock (see 'Definitions').
4. A 7.5% discount on labour and parts/materials for any works required to the electric immersion (see 'Definitions').
5. A 7.5% discount on any labour and parts/materials for replacement or any works required to Smoke or CO Detectors (see 'Definitions').
6. A 7.5% discount on any labour and parts/materials for any works required to the plumbing or associated pipework (see 'Definitions').

Upgrading your system

If your boiler is old, and it is not possible to repair it or you choose to replace it at any time, as a CHG South West Service Plan customer, you are entitled to a discount on the cost of installing a new boiler. This will be a minimum of the Service Plan cost you have paid for that year and in addition to any other offer applicable at the time. A detailed quotation will be provided.

Exclusions

The following elements of your current heating system are not included in your Service Plan.

- Removing sludge or hard water scale from the boiler or system/Power Flush
- Replacing your boiler if it is not repairable, old and/or parts are no longer available
- Repairing or replacing appliance flues that are not part of your boiler (e.g. a chimney or other void that houses the boiler flue)
- Brush, sweep and vacuum clean for all solid-fuel flues and chimneys or other voids that house the boiler flue
- Repairing or replacing parts of your central heating system and controls which are specifically designed and built into the fabric of the building, including; under floor piped heating, electric under floor heating, warm air system duct works or works that have not been previously agreed by us
- Repairing or replacing the hot water cylinders (unless 'Additional Cover' is taken)
- Associated domestic hot and cold pipe work from the Cylinder (see 'Definitions')
- Repairing or replacing the cold water storage tank and associated pipe work
- Repairing or replacing the cold water mains supply or associated pipe work
- Repairing or replacing immersion heaters
- Replacing appliances, bathroom fixtures, showers and sanitary ware
- Improvements including work that is needed to bring your system up to current standards. Examples of improvements include system upgrades, such as adding thermostatic radiator valves, replacing parts such as flues or vents which do not meet current standards, and replacing radiators with improved models. (These are examples only, not a complete list). You may need to have improvements carried out before we are able to complete other repairs to your system
- Replacing or repairing parts which do not affect how the system or appliance works, or decorative or specialist parts
- Resetting controls (for example, thermostats and programmers following changes due to winter or summer times)
- Repairing or replacing LPG bulk storage or cylinders and their controls
- Repairing or replacing pipework from LPG bulk tanks above or underground
- Repairing or replacing Oil storage tanks and gauges
- Repairing or replacing Oil pipelines from the storage tank to the property
- Repairing or replacing Oil line filters or, tiger loop systems
- Repairing or replacing Electronic oil monitoring devices
- Repairing faults or clearing physical blockages (blockages such as rubble, sludge and scale, but not air locks) if we have told you permanent repairs or improvements are needed to make sure your system or appliance works
- Removing asbestos associated with repairing the appliance or system. When you have had any asbestos removed, you must give us a clean-air certificate before we will do any further work at your property. By law, the person who removes the asbestos must give you a clean-air certificate
- Cash alternatives for repair or maintenance
- Any earth bonding required to electric, water, gas or oil pipework (see 'Definitions')
- Any faults that are related to installation errors
- Repairing or replacing any lead, steel or iron central heating pipes
- All parts that are required for repairs on any Silver or Bronze Service Plan
- All labour for the Bronze Service Plan

Other items which are not included within your Service Plan:

- Repairing any damage caused by our work or redecorating, unless we or our agents have been negligent and broken this agreement
- Design or existing faults; we will not include the cost of repairs needed because of design faults (unless we are responsible), or faults which existed before you entered into the agreement and which we could not identify on our first inspection of that particular system or appliance using reasonable care and skill.
- Third party or accidental damage; we will not include the cost of repairs relating to damage caused by you or someone else
- Consequential loss; unless we are responsible for it, we will not include loss or damage to property (including any cleaning needed), caused by the appliance, boiler or system breaking down or leaking (for example, damage to furniture caused by water leaks). If we have to dig on your property, we will fill in any holes and leave the surface level, but we will not necessarily replace the original surface or construction
- Normal insured risks; we will not include the cost of repairing faults, or damage caused by freezing weather conditions, subsidence, structural repairs, accident, fire, lighting, explosion, flood or storm. The cost of repairing damage, or breakdowns caused by changes to, or problems with, the gas, electricity or water services. You should check your household insurance to make sure you have enough cover for these risks

- The cost of repairing damage or breakdowns caused by changes to, or problems with the gas, electricity or water services

Guarantees

Materials that are used for plumbing, electrical and central heating work are guaranteed for a minimum of 12 months from the date they are fitted. Within this period, if the material is faulty, we will repair or replace the faulty materials free of charge. If our work is faulty, we will do any repair work free of charge. Our work is guaranteed for 12 months from the date that the work is completed.

Any guarantees do not affect your legal rights under the Sale of Goods Act 1979 and Supply of Goods and Services Act 1982. You can get advice about your rights from a citizen's advice bureau or trading standards department.

Labour

One of our own fully trained engineers will normally carry out the work. In some exceptional cases we may authorise a qualified contractor to carry out the work.

Mains water pressure

You may experience difficulties with your central heating or plumbing system due to a loss or reduction of the mains water pressure in the incoming mains supply. This is not a fault with your system. If this happens, you should contact your local water supplier.

Agreement for the CHG South West Service Plans

Cancellation

If you wish to cancel your agreement, you must notify us in writing (email being acceptable). If we wish to cancel, we will do the same.

We may cancel your agreement in the following circumstances:

- If you have given false information.
- If you do not make an agreed payment.
- If we find issues during the Initial Safety Inspection that are beyond economic repair.
- If we are not reasonably able to source parts to keep your systems or appliance working safely.
- If circumstances arise (including health and safety issues) which make it inappropriate for the contract to continue.
- If we give you reasonable notice that we are going to cancel.
- If after several attempts we are unable to gain access for agreed appointments.

You may cancel your agreement in the following circumstances:

- If it is within seven working days of the Agreement start date (see 'Start Date').
- If you returned the cancellation slip contained with your annual renewal notice within the specified time.
- If we fail to do something we should have done.

In the case of cancellation, you will only receive a refund based on what you have paid, less any costs we have incurred to that point. These costs may include:

- The cost of the Initial Safety Inspection
- The cost of any further visits
- The cost of any parts/material used
- The cost of Producing a CP12
- Any administrative costs reasonable accrued in establishing the Agreement

Cancelling your Direct Debit without contacting us will **not** mean you have cancelled your Agreement with us.

Downgrading Level of Cover

We reserve the right, at the time of annual renewal of Agreement, to downgrade the level of cover should we feel that the covered appliance is beyond economic repair.

Excess Fees

Excess fees are for Labour, and Parts/Materials if you do not have the level of cover in your Service Plan to include them or if your appliance/system had a fault prior to being accepted on the Service Plan. In addition, there will be a charge for travel for any works that are not included within your level of Service Plan, as per our standard terms. This additional cost is only charged for one-way travel, and is calculated from our Bridport office to your property. Our engineer will decide whether a fault is related or unrelated to a previous breakdown visit. This information will be passed to our Customer Care team who will advise you of any potential fees that may be due, should you decide to proceed with the works.

The amount of Excess Fees that you agree to pay will be shown on an invoice and is payable every time we are called out to repair a fault(s) under your Agreement. By signing this agreement, you agree to settle any invoices within 7 days of receipt of invoice.

Gaining access to your property and arranging appointments

It is your responsibility to allow us access to your property for the agreed appointment. If we cannot gain access to your property to carry out the necessary work, you will need to arrange another appointment. If after several attempts, we cannot gain access, we will cancel your agreement. We will tell you in writing if this is the case. Our engineers will only work in your property if there is someone aged 18 or over there at all times, unless specifically agreed prior to the commencement of works, or if a property is vacant.

Payments

New customer year 1

- Once we have attended and established that there is not an appliance breakdown, we will complete the Initial Safety Inspection and advise you what level of plan your equipment is eligible for.
- Once eligibility is established and a Gold, Silver or Bronze plan has been agreed, the total cost of cover can be spread over 12 equal instalments by Direct Debit/Standing Order (we will provide you with the necessary documentation to set this up).
- If you prefer to pay the balance in full at the start of your agreement, we accept credit cards (a 3.5% additional charge will be added), debit cards, BACS or cheque.
- We will send you a summary of your level of cover and an initial statement, confirming payments made and payments due.
- All of our charges include the relevant taxes at the current rate.

If you have had a new heating system installed by CHG South West and did not take up a Service Plan on the date of installation, during the first year of installation only, we are able to offer you any level of plan that you choose without the need for an Initial Safety Inspection. Payment will be calculated pro rata for the remainder of the first year, payable monthly by direct debit or in full at the commencement of the Agreement.

Existing customer year 2 and onwards

- You may pay your invoice in full at the start of the contract year by credit card (a 3.5% additional charge will be added), or debit card, BACS or cheque.
- Or,
- You can spread the cost over 12 equal instalments by Direct Debit/Standing Order.

Moving Home

If you move home, please advise us either in writing, by email or telephone call. As this is an annual agreement, cover will pass to the purchasers of your property. You may seek adjustment in your sale agreement, with the other parties that they recompense you for the outstanding cover. However, if the purchasers do not want to continue with the Service Plan, by signing this agreement you agree settle the outstanding payments for the remainder of the annual agreement.

For your new home, we will need to commence the process from the start.

Period of Agreement

Your agreement will run for the period of one year, starting from the date of the initial service and safety inspection. We will require one month's notice in writing should you decide to cancel the scheme at the end of the first year. Your agreement will automatically be renewed for subsequent years, again running for the period of one year at a time, and the same notice period will be required as detailed above. We may cancel the agreement (see 'Cancellation'). We will write to tell you about any changes to the terms and conditions or prices as and when they change.

Price Changes

Our Service Plan annual price will not change during your annual Period of Agreement unless you change your level of Agreement and/or the Government introduces a change in the relevant tax rate. We will always write to you to tell you about any change to your price and Direct Debit instalments.

Our responsibilities

We will meet our responsibilities under this agreement within a reasonable time unless it is impossible for us to do so due to circumstances outside our reasonable control.

Spare Parts

If we do not carry the spare parts your repair work needs on the day, we will use a central stock of parts from our depot stores and additional parts from external suppliers. This means we can get hold of most items the following working day. Otherwise, we will do all we reasonably can to find parts from our suppliers and arrange to fit them in a reasonable timescale. We may use other approved parts or parts that have been reconditioned by the original manufacturer. The latter is normally only the case for older central heating systems, where parts are no longer manufactured.

Start date

Your agreement commences on the date of your initial service and safety inspection. The signed section of this Agreement can be returned to us:

1. By post
2. By email – scanned and attached or containing the following text;
We hereby confirm that this email is acceptance of the CHG South West Service Plan Terms and Conditions.

When we have inspected your appliance and agreed on the contract type we will send you your Annual Statement and Summary of Cover. Your signed Annual Statement must be signed and returned to us.

Third-Party Rights

Nobody other than you will be able to benefit from your Agreement, which cannot be passed to someone else without our confirmation.

If you are a Landlord, you or your managing agent may arrange an engineer appointment, but not the Tenant/s.

Using personal information

Information you provide or we hold about you (whether or not under our plans or contracts with you) will only be used by us to:

- Identify you when you contact us;
- Help run, and contact you about the improved running of, any accounts, services and products we have provided before, or provide now or in the future;
- Carry out marketing analysis and customer profiling (including with transactional information) and create statistical and testing information;
- Help to prevent and detect fraud or loss; and
- Contact you in any way (including, e-mail, phone, visit, text or multimedia messages) about products and services offered by us.

Transactional information means what you buy from us and how you pay for it, for example, usage rates and any discounts we have offered you. (These are examples only, not a complete list.)

We may pass your address, property and postcode, and detail of your gas appliances, flue, hot-water cylinder, systems controls and electrical installations (including details of any repairs or removals), to competent person scheme operators and other appropriate organisations, including Manufacturers, Gas Safe, Oftec, Hetas, Microgeneration certification scheme and the ECA (Electrical Contractor Association). These operators/ organisations may pass this information to local authorities to meet Building Regulations. They may also use this information to contact you to inspect appliances or systems, recall faulty products and carry out audits, and for health and safety purposes.

We may monitor and record communications with you (including phone conversations and e-mails) for quality assurance and to make sure that we are meeting our legal and regulatory requirements.

We may check your details with one or more licensed credit-reference and fraud prevention agencies. We and they may keep a record of this search and the payment details from your account, and share it with other organisations. If a person provides false or inaccurate information and we suspect fraud, this is also recorded. This information may be used by us, and other organisations may search these records to:

- Help make decisions about credit and credit-related services for you and members of your household;
- Help make decisions on motor, household, credit, life and other insurance proposals and insurance claims for you and members of your household;
- Trade debtors, recover debt, prevent fraud, and manage your accounts for insurance policies;
- Check your identity to prevent money laundering, unless you give us other satisfactory proof of your identity; and
- Carry out statistical analysis about credit, insurance and fraud

We, and other credit and insurance organisations, may also use technology to detect and prevent fraud.

If you give us information on behalf of someone else, you confirm that you have given them the information set out in this document, and that they have not objected to their personal information being used in the way described in it. If you give us sensitive information about yourself or others (such as health details or details of any criminal convictions of members of your

household), you agree (and confirm that the relevant subject of the information has agreed) to us processing this information in the way set out in this document.

If you are making a joint application or you have told us about some other financial association with someone else, a 'financial association' between you and that other person (or people) will be made at credit-reference agencies. This will link your financial records with that other person (or people) so that both (or all) your records will be taken into account in all future applications by either both (or all) of you. This will continue until one of you successfully files a notice with the credit-reference agencies asking that you are no longer financially associated with that person.

Definitions used in your Terms and Conditions:

All Controls means all external controls that operate the fixed heating appliance (normally the room thermostat, cylinder thermostat, zone valve(s) and programmer).

Associated domestic hot and cold pipework from the Cylinder means all pipework feeding the cylinder and all outlets from the cylinder.

Boiler means the fixed heating appliance.

Brush, sweep and vacuum clean of flue for flues which are attached to an open chimney.

Electrical Earth bonding to electric, water, gas or oil pipework is used to protect you from an electric shock. It does this by providing a path (a protective conductor) for a fault current to flow to earth. It also causes the protective device (circuit-breaker or fuse) to switch off the electric current to the circuit that has the fault.

Electric Immersion an *electric* water heater that sits inside a hot water cylinder. It acts a bit like a kettle, using an *electric* resistance heater (which looks like a metal loop or coil) to heat the surrounding water. It can be used all year round or just during the summer months when the main heating is switched off.

Fire Valve is an automatic shut off valve when an oil system reaches an unsafe temperature.

Flue means the duct/chimney designed to carry the products of combustion from the heating appliance.

Heating supply pipework means all pipework from the boiler that conveys heating water to the radiators and cylinder.

Hot water cylinder (vented) means the cylinder used to store hot water which is fed by a cold water storage tank.

Hot water cylinder (unvented) means the cylinder used to store hot water which is a mains fed sealed system with no storage tank.

LPG changeover valve is a valve used to automatically change between empty and full tanks.

Inline Magnetic Filter is a high efficiency magnetic filter which removes virtually 100% of circulating sludge. This comes from iron oxide deposits in your central heating system and removing these can help keep your system operating at its best.

Oil tank disaster recovery procedure is if your tank should split resulting in a leak. This is a major safety and environmental concern so our procedure includes a donor tank and oil transfer, cover to Oil supply pipework, emergency quotation for replacement tank and priority installation of new tank.

Power Flush™ is a way of removing sludge and scale from central-heating systems. A Power Flush can increase the life of your system and improve efficiency, but more importantly may be required as part of a repair to your system e.g. damage to the pump, valves or radiators caused by sludge.

Plumbing and Associated Pipework is the plumbing and any pipework which do not relate directly to your heating appliance.

Radiator is a wall mounted space heater.

Radiator valves thermostatic and lock shield valves to regulate temperature and output of radiator.

Nozzle controls the oil flow to the burner and is liable to get blocked or worn. It should be replaced in line with the manufacturer's instructions.

Flexible oil line connects from the oil supply to the burner and should be changed in line with the manufacturer's instructions.

Safety and Maintenance Inspection is a visit we carry out in each annual period of agreement to check that the elements included in your agreement are safe and in good working order and comply with the associated regulations.

Service Kits are required by the Manufacturers when servicing some boilers.

Smoke and CO Detectors are sensors to alert you to smoke or high levels of harmful gases.

Wiring of system controls means electrical wiring relating to all controls of the heating system.

Contact details:

CHG South West Ltd
Ground Floor - Unit 3
Homewood Way
Bridport
Dorset DT6 3FH

T: 01308 420170
E: info@chgsouthwest.com
W: www.chgsouthwest.com
Company Reg 9952316
VAT No 230 9285 15

Opening hours:

Customer Care Team
Monday – Friday 8.00am – 5.30pm
Saturday - 8.30am – 12.30pm

Out of business hours please call the same number and you will be given a number for our on-call team of engineers for you to arrange a call-out visit



Plumbing & Heating - Electrical - Renewables - Water Services

Agreement sign off

Please complete the following in full, sign, date and return.

Title	
Full Name	
Spouse/Partner name	
Property address (where the appliance to be covered is located)	
Postcode	
If applicable, Landlords home address	
Postcode	
Home telephone number	
Mobile number	
Email address	
Central Heating Appliance name	
Appliance Model	
Gas/LPG/Oil or Solid Fuel	
GC number (only if easily visible)	
Serial number (only if easily visible)	
I the undersigned confirm that I have read and understood the Terms & Conditions and Agreement of the CHG South West Domestic Service Plans	
Customer Signature	
Customer name in capitals	
Date	
CHG South West representative Signature	
CHG South West representative name in capitals	
Date	

