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A. C. Wilgar Plumbing & Heating

3-STAR WARRANTY CONTRACT



www.acwilgar.co.uk

GIVE YOURSELF PEACE OF MIND WITH A.C. WILGAR'S 3 STAR BREAKDOWN COVER

At A. C. Wilgar we operate a high quality Breakdown Cover on all our installations, as we are committed to delivering excellence in customer service to all our existing customers. Only the highest quality parts have been installed by our own qualified and employed engineers.

This ensures that the following points are an advantage to a 3-Star Warranty Contract with Us:

- We fix over 90% of problems on first visit.
- The insurance premium is usually less than our major competitor.
- You will have familiarity with the engineers attending your premises, and they with your system.
- No sub-contractor labour used at any time of year.
- We will carry out an annual safety and performance service to ensure your system is kept working safely and efficiently (this includes Carbon Monoxide detection).
- Year round cover for boiler, controls, radiators and hot water systems, unless otherwise stated.

3-STAR CENTRAL HEATING CARE WARRANTY

This service is for a single central-heating system and includes:

- A yearly service check of the boiler and system controls.
- Labour and parts if your system breaks down.
- A replacement boiler if we decide that it would not be economical to repair your boiler, (as long as you're existing boiler is less than seven years old). (We will provide a suitable A. C. Wilgar Approved boiler.).
- Repair central heating pipes if there is a water leak.
- Repair or replace radiator valves.
- Repair or replace radiators.

A. C. WILGAR'S 3-STAR WARRANTY CONTRACT COSTS:

Annual Fee	£216.00 inc VAT
Or if paying monthly direct debit	£ 18.00
Services Costs	Nil
Call Out Costs	Nil
Parts Cost	Nil
Labour Costs	Nil

ABOUT YOUR AGREEMENT

Period of Agreement

If you pay by monthly direct debit, your agreement runs until you tell us that you would like to cancel, or if we cancel the agreement (see “Cancellation”). You may cancel the agreement at any time. We will write to you to tell you about any changes to the terms and conditions or prices. For all other payment methods, your agreement runs for 12 months from the date it begins (or is renewed), unless you or we use the cancellation rights (set out in the clause headed Cancellation).

Start Date

Your agreement begins when we process your application.

Initial Safety Inspection

If you choose A. C. Wilgar’s 3-Star Warranty, an A. C. Wilgar Service Engineer will fill in an ‘Initial Safety Inspection Check List’ to show you what he or she has checked. We will normally do this inspection on completion of your installation where possible, it can be later if we are busy.

Yearly Inspection

We will normally carry out the yearly safety and performance inspection at the same time as the initial inspection.

After that, we normally carry out the yearly inspection around the same time each year where possible, depending on workload.

We will inform you in writing when your service check is due.

Cancellation

We will cancel your agreement if:

- You have given false information.
- You do not make an agreed payment.
- We are not reasonably able to find parts to keep you system working safely, or
- Circumstances arise which make it inappropriate for the contract to continue.

If we cancel your agreement, we will:

- Give you a refund based on how long is left of any 12-month cash, cheque, and credit or debit card payment.

If you cancel your agreement with us, we will not normally give a refund.

However, you are entitled to a full refund if you cancel within seven working days of taking out the agreement, as long as we have not done any work.

If you cancel your agreement after we have done work, we may charge you an amount that brings your total payments up to £40.00 if we have also carried out an initial safety inspection (or £25.00 if we have not).

Spare Parts

If we do not carry the spare parts your repair needs on the day, we will do all we reasonably can to find parts from our suppliers. We may use an approved alternative or parts that have been reconditioned by the original manufacturer.

Labour

One of our engineers will always carry out the work.

Using Personal Information

Information you provide or we hold about you may be used by us to:

- Identify you when you contact us.
- Help run (and contact you about how we run) any accounts, services and products we have provided before, or provide now or in the future.

Through the CIFAS system (the UK's fraud-prevention scheme), we and other organization may also access information about you:

- To help make decisions about credit and credit related services for you and members of your household.
- To check your identity to prevent money laundering, unless you give us other satisfactory proof of identity.

We may monitor and record communications with you (including phone conversations and emails) for quality assurance, legal, regulatory and training purposes.

Third Party Rights

Nobody other than you will be able to benefit from this agreement.

Our Responsibilities

We will meet our responsibilities under this agreement within a reasonable time unless it is impossible for us to do this because of circumstances outside our reasonable control. In particular, we will not be responsible for delays caused by our suppliers or their agents.

Instructions

If you wish to proceed, please fill in the attached Direct Debit form opposite and detach it from the Terms and Conditions. Fold into a DL envelope, seal using the pre-gummed edges as marked, and post it back to us using the pre-printed address on the reverse - not forgetting a stamp. Thank you.

A C WILGAR'S APPLICATION FOR 3-STAR WARRANTY

Name: _____

Address _____

Postcode: _____

I would like to accept the terms and conditions of the 3-Star Warranty.

I enclose a cheque for £ 216.00

I would like to pay by Direct Debit.
(Please complete the details below)

A. C. Wilgar
Plumbing & Heating



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

Please fill in the whole form using a ball point pen and send it to
A C Wilgar Limited, 54 Station Road, Orpington, Kent, BR6 0SA

Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Postcode	

Originator's Identification Number

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Reference

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Instruction to your Bank or Building Society

Please pay A C Wilgar 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 A C Wilgar and, if so,
details will be passed electronically to my Bank/Building Society.

Name(s) of Account Holder(s)

Bank/Building Society account number

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Branch Sort Code

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Signature(s)

Date

Bank and Building Societies may not accept Direct Debits Instructions for some types of account

This guarantee should be detached and retained by the Payer.

The Direct Debit Guarantee



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 by your own Bank or Building Society.

If the amounts to be paid or the payment dates change A C Wilgar Limited will notify you 10 working days
in advance of your account being debited or as otherwise agreed.

If an error is made by A C Wilgar Limited 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 us.

Please
Affix
Stamp

*A. C. Wilgar Plumbing & Heating,
54, Station Road,
Orpington,
Kent BR6 0PA*

EXCLUSIONS

Your A. C. Wilgar 3-Star Warranty Contract / Agreement will *not* include the following:

Design or Existing Faults

The cost of repairs needed because of design faults (unless we are responsible), or faults which existed before you entered into the agreement.

Third Party Damage

The cost of repairs relating to damage caused by you or someone else.

Consequential Loss

Unless we are responsible for it, loss or damage to property caused by the appliances, boiler or system breaking down (for example, damage to furniture caused by water leaks).

Normal Insured Risks

The cost of repairing faults or damage caused by freezing weather conditions, subsidence, structural repairs, accident, fire, lightning, explosion, flood or storm. The cost of repairing damage caused by changes to, or problems with, the gas, electricity or water service. You should check your household insurance to make sure you have enough cover for these risks.

OTHER EXCLUSIONS

- Improvements.
- Decorative or other parts which do not affect how the system or appliance works.
- Resetting controls (for example, thermostats and programmers following winter or summer-time changes).
- Removing asbestos associated with repairing the appliance or system.
- Cash alternative to any benefits.
- Repairing any damage caused by our work unless we have been negligent.
- Repairing or replacing appliance flues.

**ALSO, FOLLOWING OUR WORK, REDECORATION MAY BE NEEDED.
THIS WILL BE YOUR RESPONSIBILITY AND IS NOT INCLUDED.**



A. C. Wilgar

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54 Station Road, Orpington, Kent BR6 0SA

Tel: 01689 891011 Fax: 01689 891155

email: sales@acwilgar.co.uk

www.acwilgar.co.uk