

Please read this document carefully as it will tell you everything you need to know about how we deal with each other when we carry out the installation work in your home. If you have any questions, please let us know before you accept the quote.

1. We will carry out the work set out in your quote, for the price that is stated in it, under the following conditions. All prices include VAT at the current rate.
2. Your quote is valid for 28 days and work must begin within 60 days of your acceptance. After this time your quote will no longer be valid, and you will have to be issued a new quote.
3. The first 12 months' workmanship warranty is included as part of the installation. At the end of this period, we will write to offer the opportunity to continue a noninsured central heating agreement.
4. The price we quote does not include the cost of removal of dangerous waste, such as asbestos, that we could not reasonably identify when we gave you your quote. You can call a specialist contractor to remove these dangerous materials, or we may be able to arrange for them to be removed at an extra cost. When asbestos is removed, you will need to produce a 'site clearance for reoccupation' certificate, which you can get from the asbestos removal company, before we can continue to work at your property.
5. The price we quote includes removing all non-dangerous materials, including your boiler and central heating parts we replace.
6. Any time frames we give are our best estimates and we will do what we can keep to those time frames. Where there are likely to be delays, we will let you know as soon as possible and agree a new time frame with you. The time it takes us to complete the work has no effect on the price we quoted you.
7. We may need you to lift carpets or take up all or some other flooring coverings, including tongue-and-grooved floor coverings, parquet, rubber, or tiled floors, so we can complete the work. We will give you as much notice as possible if we need you to do this. You can call a specialist contractor to do this work, or we may be able to do it for you at an extra cost. If we do any work for you, we will only be responsible for any damage caused directly by our negligence and it will be your responsibility to put the flooring back once the work is complete.
8. We will take care to carry out the work without causing damage to your property. If we cause unnecessary damage because of negligence, we will put it right. Sometimes we must do extra work if we cannot use existing pipework or wiring to install the boiler, and this can cause damage to things like inside and outside finishing's (for examples, wall coverings and paint.) you may need to redecorate, repair, or even restore certain areas once the work is completed. This is not included in the price we quoted you and you will be responsible for this.
9. If you are a tenant, you will need your landlord's permission before you allow us to start the work, and we may need you to give us evidence that you have got this permission. If we carry out work at the landlord's property and you have not got permission or have given us false or inaccurate information, you will compensate us for any losses we suffer because of your failure to get your landlord's permission.
10. If your property is a listed building, it is your responsibility to make sure that you get any permission you need before we start the work, and we may need evidence from you that you have got this permission. If you do not get the permission you need, you may be prosecuted in the criminal courts. We will not be able to start any work if you have not got the appropriate planning permission or if you are unable to give us evidence that you have this permission. If we carry out work at the property and you have given us false or inaccurate information you will compensate us for any losses we suffer because of your failure to get the permission you needed, which may include court fines and penalties.
11. You will need to have an adequate gas and electricity supply to your property before we can start the work. We can put you in touch with a gas or electricity distribution company to arrange this if you need us to.
12. Where we connected new equipment to your existing system, we cannot accept responsibility for the cost of repairing or replacing parts of your existing system that later develop faults unless the way we carried out the work was negligent and has caused this fault.
13. We will test your water supply pressure before we start work. As water supply rates can change, we cannot be responsible for your central heating system failing to work properly because your water supply becomes inadequate or keeps changing, unless we were negligent in how we tested your water pressure.
14. If you need a deeper clean to remove sludge and other waste from your central heating system, we will recommend you buy Powerflush with your install.
15. We cannot be responsible if we cannot meet our responsibilities because of things beyond our control including, for example, poor weather conditions, industrial disputes, strikes that we are not directly involved in or if we find that species for example birds, bats, butterflies, and dormice) or plants that could be subject to special protection are found to be present in your property.
16. To carry out the work as quickly as possible, we may use one of our approved installers. All installers that we use are fully qualified and Gas Safe registered, and they all carry identification cards, we are responsible for the approved installer we use.
17. You must pay the deposit/contribution shown on the quote when you accept the quote. You must pay the quoted price for the work when we have finished the installation unless you have signed a credit agreement. If your credit agreement ends for whatever reason under the terms of the consumer credit act 1974, you must pay the rest of the quoted price to us immediately, instead of to the finance company.

18. Your cancellations rights:

You can cancel this agreement up to 14 days after the day any goods are delivered. This is called your 'cooling off' period by signing the quotation you've agreed to us can start work before your cooling off period ends.

If you cancel your agreement after work has started, we will charge you our reasonable costs for:

- Any work already carried out
- Any goods already installed into the premise.

You won't be able to cancel once the work is fully completed or the goods have been installed into your property. We can deduct costs from any deposit you've paid or bill you for them.

If you have signed a credit agreement which related to this agreement, your credit agreement will be automatically cancelled if this agreement is cancelled. If you wish to cancel, you can use the form, but you don't have to you can also call us on 03300945550 or email us at hello@boilersforyou.co.uk. If there is a significant delay in the installation after the cooling off period that was not caused by you, or was not caused by events beyond our control, then you have the right to cancel this agreement and receive a full refund (within 14 days of cancellation) providing you notify us prior to the installation taking place. If we have seriously broken our duties to you, as set out in this agreement, you have a right to cancel and receive a full refund.

19. We can cancel this agreement at any time by giving you written notice. If we cancel this agreement without good reason, we will pay you any reasonable costs you have to spend for losses you suffer as a direct result of our cancellation.
20. Your quote, together with these terms and conditions, sets out the entire agreement between you and us. Nobody else will be able to benefit from this agreement. This agreement is governed by the laws of England and Wales.
21. Using personal information.

We may use information about you to do the following:

- A. Provide you with the services you have asked for (which may include loyalty and incentive schemes we may run from time to time).
- B. Offer you accounts, services and products from us and our partners. To help us make these offers we may use an automatic system
- C. Help run, and contact you about improving the way we run accounts, services, and products we have provided in the past, we are providing now, or may in the future
- D. Create statistics, test computer systems, analyze customer information, create profiles, and create marketing opportunities.
- E. Help maintain your, and the members of your family or households', Health, safety, and security.
- F. As part of the process of selling one or more of our businesses.
- G. If we have been asked (for example by Ofgem or a lawyer) to provide information for legal or regulatory purposes.
- H. As part of current or future legal action.
- I. As part of government data-sharing initiatives, for example, those designed to help stop fuel poverty where people cannot afford to pay for heating and electricity).
- J. To help manage any loyalty or reward schemes.
- K. If you hold an insurance policy with us, to pass information to an insurer to manage your insurance policy (including underwriting and claims, to help develop new services and to assess financial and insurance risk).
- L. If you don't pay your debt, we may transfer your debt to another organization and give them details about you.
- M. Help train our staff

We also, monitor and record any communication we have with you, including phone conversation and emails, to make sure that we are providing a good service and meeting our regulatory and legal responsibilities. When we contact you, we may use any information we hold about you to do so. As a result, we may contact you by email, phone, text message or other forms of electronic communications (such as using smart meters) or by visiting you. If we are contacting you about any offers, we will, as far as possible, do this in line with your preference of communication with us for marketing purposes. You can ask us not to send you any information on our offers any time by contacting us and giving us your account details.

We might check your details with one or more credit reference and fraud prevention agencies to help us make decisions about your capability to pay your bills and the goods and service we can offer you. If you give us information of someone else, you confirm you have given the information set out in this document, and that they have given permission for us to use their personal information in the way we have described in this document, and that they have given permission for us to use their personal information in the way we have described in this section. If you give us sensitive information about yourself or other people (such as health details or criminal convictions of members of your household), you agree (and confirm that the person in the information has agreed) that we can use this information in the way set out in this document. You are entitled to have a copy of the information we hold about you to have any inaccurate information corrected. We may charge a small fee for providing a copy of any information we hold about you.

For more information about this, please contact our policy team at:

27 Dollywaggon way, Bamber Bridge, Preston, PR5 6EW or you can email us at hello@soutringsenergy.co.uk