

## Service Plan TERMS AND CONDITIONS

### 1. Introduction

These Terms and Conditions ("Terms") govern the Service Plan ("Service Plan") offered by **Jensen's Heating & Plumbing LTD** ("we", "us", or "our"). By purchasing and using our Service Plan, you agree to be bound by these Terms.

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### 2. Service Plan Details

- 2.1 Annual Service:** The Service Plan provides one service per year.
  - 2.2 Services Covered:** Routine inspection and servicing only, as per manufactures instructions. This does not include breakdowns, repairs, or emergency call-outs unless otherwise specified.
  - 2.3 Parts Not Included:** The cost of any replacement parts or additional materials is **not** included in the plan. Customers are responsible for these costs separately.
  - 2.4 Additional Inclusions** (for all plans as standard):
    - 2.4.1** Check of incoming gas supply pipework
    - 2.4.2** Heating control system check
    - 2.4.3** Virtual and telephone support
    - 2.4.4** Radiator Bleeding
    - 2.4.5** Heating system heat test
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### 3. Payment and Fees

- 3.1 Pricing:** All prices are subject to VAT at the current applicable rate.
  - 3.2 Changes to Pricing:** We reserve the right to adjust Service Plan pricing. Any changes will be communicated at least **60 days in advance**, and the updated price will take effect after the notice period.
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### 4. Term and Cancellation

- 4.1 Term:** This Service Plan operates on a rolling 30-day contract.
  - 4.2 Cancellation:** You may cancel your Service Plan at any time by providing 30 days' written notice via email to [info@jensensheating.co.uk](mailto:info@jensensheating.co.uk).
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### 5. Service Limitations and Restrictions

- 5.1 Service Limit:** Only one service is included per year. Additional services will be charged separately at our standard rates.
  - 5.2 Scope of Service:** The Service Plan does not cover work beyond the agreed scope at the time of purchase. This includes installations, major repairs, or upgrades.
  - 5.3 Annual Service Booking Period:** You must schedule your annual service within the Calander month the boiler was installed. Failure to arrange within this period may result in forfeiture of that years' service. A reminder email will be sent by ourselves one month before booking is due.
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### 6. Limitation of Liability

- 6.1 Limitation:** We are not liable for any direct, indirect, incidental, or consequential losses or damages resulting from the use of the Service Plan
- 6.2 Negligence:** Clause 6.1 does not apply to direct losses caused by our proven negligence.

**6.3 Limitation on Negligence:** If Clause 6.2 applies, our maximum liability is limited to the total amount paid by you for the Service plan per year.

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### **7. Modifications to Terms**

We may update or modify these Terms at any time. Customers will be notified of any significant changes and continued use of the Service Plan after such notification will constitute acceptance of the updated Terms.

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### **8. Force Majeure**

We are not responsible for delays or failure to provide services due to circumstances beyond our reasonable control, including but not limited to: natural disasters, extreme weather, strikes, staff illness, utility failures, or government restrictions.

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### **9. Contact Information**

For any questions regarding these Terms, or to make changes or cancellations to your plan, please contact us:

- **Email:** info@jensensheating.co.uk
  - **Phone:** 07455 947717
  - **Address:** 5 Chiltern Crescent, Scunthorpe, DN17 1TG
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By purchasing or continuing to use the Service Plan, you confirm that you have read, understood, and agree to be bound by these Terms and Conditions.