



GOLD STAR SERVICE CONTRACT

FULL PARTS AND LABOUR COVER TO YOUR CENTRAL HEATING SYSTEM

A+R Central Heating Experts gives you total peace of mind knowing the fact that future central heating repairs are now more affordable. See the list of benefits below you will enjoy when you become an A+R Loyal Contract Customer.

- Fix your repair costs now before the VAT increases
- Affordable monthly payments
- No call out charges
- Peace of mind
- Helps budgeting for other bills
- You automatically join the A+R Loyal Contract Customer Scheme
- It's really simple. All you have to do is earn points and then exchange them for your reward i.e. discounts or money back off your next year's contract. We will send you the information how to earn your points.

Simply read and sign the terms and condition enclosed.



Appliance GC No-----

Appliance serial No-----

CUSTOMER No **Gold star** / _____

Terms and conditions for the gold star service contracts.

1. DEFINITIONS

- 1.1 The cover is to the full central heating system
- 1.2 **PRIORITY ATTENTION:** We will endeavor, specified subject to workload and availability, to call the same day in response to any breakdown or failure of the central heating or other essential appliances covered by the contract. **When reporting a fault, you must quote your customer number at the top of this form.**
- 1.3 **FREE LABOUR AND PARTS:** No charge will be made in respect of labour or parts and materials used in repairing any reported fault.
- 2 **PERIOD OF SERVICE CONTRACT:**
- 3 This contract is a minimum period of 1 year from the date on which the agreement was initially made between A&R Central Heating & Boiler Repair Experts Ltd and the customer. The first payment will be by standing order of £18.96 per month each year will include an annual service and full cover to the central heating system. For the first 28 days of this contract no cover is available. This contract is a minimum of 1 year and renewable each year thereafter. NOTE Servicing will be carried out between 1st May and 31st September from the second year of the contract.
- 3.1 Payment for the service contract is made by standing order.
- 3.2 This service contract remains valid as long as payment is continued and remains or subject to 30 day written termination notice from the customer or A&R Central Heating & Boiler Repair Experts Ltd. before the anniversary of the contract.
- 3.3 A&R Central Heating & Boiler Repair Experts Ltd. At their discretion, may refuse to offer renewal of any service contract or may offer a reduced level of cover
- 3.4 In the event of any default in payment by the customer, the remainder of this agreement becomes immediately payable .No refund will be made for the unexpired part of any service contract.

PROVISION OF SPARE PARTS:

- 4.5 A&R Central Heating & Boiler Repair Experts Ltd, may supply and fit adequate replacement parts or components which are not the same parts being replaced?
- 4.6 A&R Central Heating & Boiler Repair Experts Ltd, shall not be held responsible for any delay in the provision of spare parts by suppliers.
- 4 **REPLACEMENT of CENTRAL HEATING.** This service contract does not include the replacement of central heating, appliance [s] in the event of spare parts or components not being reasonably available.
- 5 **CONDITIONS of THE CENTRAL HEATING.**
- 6.1 Acceptance of a central heating, appliances or system components onto a Service contract does not imply that it is installed satisfactorily or to the prevailing standards of A&R Central Heating & Boiler Repair Experts Ltd. A&R Central Heating & Boiler Repair Experts Ltd. Will not accept responsibility for any Inadequacy attributable to the original design and makes no warranty as to fitness for purpose or Condition.
- 6.2 Any remedial work, which is considered essential for safety reasons, may be subject to a further charge
- 6.3 **REFERRALS** to redeem your vouchers your referral must become customers of A&R Central Heating & Boiler Repair Experts Ltd. Once this done we will send you your voucher(s).



7 LIMITATION of OBLIGATION

A&R Central Heating & Boiler Repair Experts Ltd shall not be liable if it is unable to carry out its obligations under the Service contract due to industrial disputes or force majeure

8 EXCLUSIONS:

The following are excluded from this service contract:

- 9.1 The replacement of decorative parts.
- 9.2 Any defect or inadequacy attributable to the original design of the gas central heating system/appliances.
- 9.3 The fabric of the building or pipe work and flue pipe work buried in it.
- 9.4 Any defect caused through malicious or willful action, negligence, misuse, or third party interference.
- 9.5 Any defect or damage caused by fire, lightning, explosion, flood storm, tempest, impact or third party interference.
- 9.6 Consequential damage or loss arising as a result of a defect occurring in the central heating appliance, system or the gas appliance unless such a defect, damage or loss is attributable to the negligence of A&R Central Heating & Boiler Repair Experts Ltd.
- 9.7 Any defect or damage occurring from a failure of the public electricity, gas or water supply. Descaling and any work arising from hard water scale deposits or from damage caused by aggressive water or rust or corrosion.
 - a) Clearing air locks, blocked pipes arising from incorrectly installed installations.
 - b) Unvented water cylinders are not covered by this contract.
 - c) Condense heat exchangers are not covered by this contract
 - d) Power Flushing
 - e) Replacing Your boiler
 - f) Repairing or replacing appliance flues that aren't part of Your boiler
 - g) In the event of your boiler been required to be removed from the wall to carry an repair, a charge will be made of £250.00

Third Party Charges

Parking Fees and Congestion Charge will be at cost

Sign..... Name.....

Date.....

Contact number when reporting a fault.

New start contract number

0500 549 185

If you have a friend or family who may require our services, you can go on our website and email them from our home page our details. www.boilerrepair.net

Head office Chief House, Unit 9 The City Works, Openshaw, Manchester M11 2NB



STANDING ORDER AUTHORITY

Type of Service	Yearly payment	Monthly payment	Tick
Gold Star	£227.52	£18.96	

Please complete the following details to instruct your bank to make payments directly from your account and Return to A&R Central Heating and Boiler Repair Experts Ltd.
 I instruct the bank to pay by standing order from my account at the request of &R Central Heating and Boiler Repair Experts Ltd.
 Please pay Nat West Bank, Deansgate. Sort Code 01-05-31-. On behalf of the above.

Account No 14511320

IN WORDS		IN FIGURES	
Eighteen Pounds Ninety Six only		£18.96	
Date of first payment		And thereafter every month	Due Date frequency
Or until we receive further notice			Reference No Gold Star/
Account to be debited		Account No	Sort Code
Bank Name		Bank Address 1	
Bank Address 2		Post Code	
Signature		Date	
Your address 1		Your address 2	
		Post Code	