



Repair and Contract EB-399

Join us today and enjoy the following benefits that
no other boiler repair company offers:

- Your initial boiler repair includes parts and labour for **£99.00**
- Parts and labour cover for the next 12 months for **£23.00** per month
- Priority Service and Special Offers App
- **£15 cashback** for every person you refer who joins us
- Most boiler makes and models repaired
- Fully trained professional engineers.

To download our Priority Service App simply search: **boiler repair**, at the App Store or Google Play Store



Please find enclosed our Engineer Team Network Contract



Terms and Conditions for the **Repair and Contract EB-399**

Customer Number:

1 DEFINITIONS:

1.1 The cover is for the boiler only at the address below.

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 boiler covered by the contract.

When reporting a fault, you must quote your customer number which is at the top of this form.

1.3 **CHARGES FOR LABOUR AND PARTS:** The initial repair will be charged at **£99.00** followed by monthly payments of £23.00. This will be collected by quarterly standing order payments. No charge will be made for any future call outs and annual servicing.

2 PERIOD OF SERVICE CONTRACT:

2.1 This contract is a minimum period of 1 year from the date on which the agreement was initially made between **Engineer Team Network Ltd** and you, the customer. **NOTE:** Servicing will be carried out between 1st May and 31st September. Should you cancel this contract within the first 2 weeks of signing the full amount of the one off repair will become immediately payable.

2.2 The initial quarterly payment will be due within 2 weeks on signing of this contract. The subsequent payments are by standing order.

2.3 This service contract remains valid as long as payment is continued and remains or subject to a 30-day written termination notice from you or **Engineer Team Network Ltd** before the anniversary of the contract.

2.4 **Engineer Team Network Ltd** at their discretion, may refuse to offer renewal of any service contract or may offer a reduced level of cover.

2.5 In the event of any default in payment by you, the remainder of this agreement becomes immediately payable. No refund will be made for the unexpired part of any service contract.

3 PROVISION OF SPARE PARTS:

3.1 **Engineer Team Network Ltd** may supply and fit adequate replacement parts or components which are not the same parts being replaced.

3.2 **Engineer Team Network Ltd** shall not be held responsible for any delay in the provision of spare parts by suppliers.

4 REPLACEMENT OF CENTRAL HEATING:

4.1 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:

5.1 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 **Engineer Team Network Ltd**. **Engineer Team Network Ltd** will not accept responsibility for any inadequacy attributable to the original design and makes no warranty as to fitness for purpose or condition.

5.2 Any remedial work, which is considered essential for safety reasons, may be subject to a further charge.

6 LIMITATION of OBLIGATION:

6.1 **Engineer Team Network 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

7 EXCLUSIONS:

7.1 The replacement of decorative parts.

7.2 Any defect or inadequacy attributable to the original design of the gas central heating system/appliances.

7.3 The fabric of the building or pipe work and flue pipework buried in it.

7.4 Any defect caused through malicious or willful action, negligence, misuse, or third party interference.

7.5 Any defect or damage caused by fire, lightning, explosion, flood storm, tempest, impact or third party interference.

7.6 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 **Engineer Team Network Ltd**.

7.7 Any defect or damage occurring from a failure of the public electricity, gas or water supply.

7.8 Descaling and any work arising from hard water scale deposits or from damage caused by aggressive water or rust or corrosion and sludge build up.

Also not covered by this contract:

- a) Clearing air locks, blocked pipes arising from incorrectly installed installations
- b) Replacement of water cylinders
- c) Power flushing

- i) Third party charges – eg parking fees and congestion charges. These be will be charged at cost.

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

AddressTown.....

Postcode Date

Your contact number..... Email

Engineer or Referer Name.....**Mobile No**

Address Town

Postcode

Contact number when reporting a fault: 0161 220 3712

Head Office:

**Engineer Team Network Ltd, The City Works, Unit 9 Medlock Court Openshaw
Manchester M11 2NB**



STANDING ORDER AUTHORITY

Type of Service	Quarterly payment
Repair and Contract EB-399	£69.00

I instruct the bank to pay by standing order from my account at the request of The Engineer Team Network Ltd

Please pay Nat West Bank, Sort Code 01-05-31 on behalf of the above.

Account No **39030156**

Sixty Nine pounds only	£69.00
Date of first payment	And thereafter every quarter until we receive further notice
Due date frequency	Reference No: RCEB99/
Name on the account	Account No
Sort code	Bank Name
Address	City/Postcode
Signature	Date



STANDING ORDER AUTHORITY

Type of Service	Quarterly payment
Repair & Contract EB-3 99	£69.00

You are to retain this section of the contract and set up the standing order either in your branch or through internet banking. Remember to retain the 30-day cancellation form for your records.

To set up the standing order, follow this simple process:

- Go to your bank, or go online
- Set up a standing order to pay:
- **Engineer Team Network Ltd**
- Natwest Bank
- Sort Code 01-05-31
- Account 39030156
- The first payment date is due 2 weeks after you sign the contract
- Payments will then be every quarter until we receive further notice
- Your standing order reference number is **SSSO/** followed by the postcode of your billing address
- Finally, either post or email the signed and dated contract back to Engineer Team Network Ltd



30-DAY WRITTEN TERMINATION NOTICE

I am notifying **Engineer Team Network Ltd** of my 30 day written notice of canceling of my contract as per the agreement.

Address.....

Town.....

City.....

Post Code.....

Sign.....

Date.....

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