HomeCare range
Terms & Conditions

Please keep this booklet in a safe place for future use
About this booklet

This booklet explains exactly what the products in your HomeCare agreement do and don’t cover, what to do if you want to make a claim, change or cancel your agreement or a product, and how to make a complaint.

It is important you read these terms and conditions carefully, together with your statement confirming the products you hold, as these form the basis of your agreement with us. If anything is not correct on your statement, or if you have any questions, please visit britishgas.co.uk/help-and-support or call 0333 200 8899.

We (British Gas) care about privacy and we protect your personal data. We recommend that you read our Privacy Notices, to understand how we collect and use your personal data and your data protection rights. Our Privacy Notices do not form part of the contract between you and us. You can find our Privacy Notices at britishgas.co.uk/privacy.

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Understanding these terms and conditions

‘We’ and ‘you’
By ‘we’, ‘us’, or ‘our’, we mean British Gas Services Limited – as the provider of the services for your non-insurance products and the administrator for British Gas Insurance Limited (the underwriter) of your insurance products. British Gas Services Limited holds premium and claims monies as an agent of British Gas Insurance Limited. British Gas Services Limited is authorised and regulated by the Financial Conduct Authority.

By ‘you’ or ‘your’, we mean the person(s) named on your statement, plus the people who normally live in your home, including any tenants. Only the person(s) named on the statement, or their spouse, legal partner or authorised contact can amend or cancel the agreement.

Words in bold
Some of the words and phrases we’ve used have a particular meaning. We’ve highlighted these words in bold and explained what they mean below:

Definitions
access and making good - getting access to your appliance or system, and then repairing any damage we may cause in doing so, by replacing items such as cabinets or cupboards that we’ve removed and by filling in holes we have made and leaving a level surface. See page 29 for more details.
accidental damage - when you do something that stops your boiler, appliance or system from working properly, without meaning to.
agreement - these terms and conditions and your statement confirming each product you have with us. If you have Energy Extra with us this will be in a separate agreement.
annual service - a check in each period of agreement to ensure that your boiler, gas appliance or central heating, and ventilation is working safely and in line with relevant laws and regulations. See page 28 for more details.
approved list - boilers, appliances or parts that we can repair or replace.
authority to proceed - written authorisation from the contract holder to allow an engineer to carry out any work that could impact elements not covered by the policy.
authorised contact - a managing agent, landlord or any named person who you’ve authorised and who we’ve agreed can act on your behalf to make arrangements under your agreement in relation to a property.
boiler and controls - a single natural gas or Liquid Petroleum Gas boiler or warm-air unit on your property that’s designed for home use and has a heat output capacity of up to 70kW – as well as the flue and the controls that make it work, including the programmer, any thermostats, motorised zone valves and central heating pump.
boiler data - information we receive from your boiler IQ hardware.
boiler IQ hardware - the diagnostic module attached to your boiler and the hub connected to your broadband router.
British Gas Powerflush - a process where we remove sludge from your central heating system.
central heating - the heat and hot water system on your property – including your expansion tank, radiators, bypass and radiator valves, system filters, warm-air vents, cylinders, any immersion heater and its wired in timer switch, and the pipes that connect them.
cylinders - tanks that store hot water.
drains - the system of waste water pipes on your property.
electric vehicle charger - single-phase chargers, with maximum of 32A, installed post introduction of Amendment 1 (2020). The existing charger is installed using a suitable earth rod, or O-PEN device.
excess/fixed fee - the amount you’ve chosen to pay towards each completed repair or replacement.
first service - a check to confirm whether we can cover your boiler and controls or central heating.
 See page 28 for more details.
gas supply pipe - the pipe that connects your gas meter to your gas boiler and other gas appliances you have on your property.
home - the building, including any attached garage or conservatory where you live or a home you own, including holiday homes or rental properties.
landlord - someone who owns a property which they don’t occupy and which may be occupied by a tenant.
light fitting(s) - the electrical cable and fixings up to and including standard light bulb holders, individual downlight fittings embedded into ceilings and fluorescent tube assembly and starter units.
managing agent - someone who provides managed services to a landlord in relation to one or more properties.
managing agent insurable interest - in relation to any insurance product, where a managing agent has a contractual obligation to maintain elements of a property on behalf of a landlord.
monitor/monitoring - keeping an eye on your boiler data so we can identify when your boiler is failing to produce heat or hot water.
period of agreement - the day your agreement starts until your agreement ends, as detailed on your statement.
product/products - cover or service for certain appliance(s) or system(s) as set out in your statement.
property/properties - a home and all the land up to and including any detached outbuildings.
repair(s)/repairing/repairs - to fix your boiler, appliance or system following an individual fault or breakdown but not repairs that are purely cosmetic (for example mould, dents or scratches) or related to software which doesn’t stop the main function of your boiler, appliance or system from working or make it unsafe.
replacement/replace/replacing - where we replace your boiler, appliances (not those covered under Kitchen Appliance Cover) or parts with a British Gas approved standard alternative. We’ll provide replacements with similar functionality but not necessarily an identical make and model or type of fitting.
- in the case of internet enabled boilers, appliances or parts, replacements will only be from the British Gas or Hive range; and
- for Kitchen Appliance Cover we’ll provide a contribution towards a replacement appliance with similar functionality from our approved supplier.
See page 29 for more details.
sanitary ware - your toilet bowl and cistern, bidet, sink, pedestal, bath and shower tray.
sludge - the natural build-up of deposits in your boiler or central heating system as it corrodes over time.
statement - the document that shows the products you have with us, the period of agreement, how much you’re paying and any excess or fixed fee.
upgrades - improvements that make your boiler, appliance or system safer, or more efficient.
warm-air - where your home is heated by warm air flowing through vents, not hot water flowing through radiators.
What we can look after

- Boiler and controls
- Central heating
- Plumbing
- Drains
- Home electrics
- Kitchen appliances
- Gas appliances
- Boiler IQ

Shown for reference and not included with these agreements

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Our insurance products

All our insurance products are underwritten by British Gas Insurance Limited.
British Gas Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.
The table below shows the features that are included in each product. You should also refer to the general conditions on page 26 and general exclusions on page 30.

All insurance products include:
• Parts and labour
• Unlimited number of repairs
• Up to £1,000, including VAT, for getting access and making good for each repair

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Our insurance features

### Boiler and Controls

**What’s covered**

- All repairs to:
  - a single natural gas or Liquid Petroleum Gas boiler or warm-air unit on your **property**, that’s designed for home use and has a heat output capacity of up to 70kW;
  - the room sealed flue up to one metre in length and the flue terminal;
  - the controls that make the boiler work including the programmer, any thermostats – including Hive Thermostats (covering Hive thermostat, hub and receiver) – motorised zone valves and central heating pump; and
  - the **gas supply pipe**

- A replacement for your boiler if we can’t repair it and:
  - it’s less than seven years old; or
  - it’s between seven and ten years old, we installed it and it’s been continuously covered by us under either a warranty or HomeCare **product**; or
  - it caught fire or exploded, providing you gave us access to carry out your **annual service** within every **period** of agreement

- customers need to contact us if a third party has deemed a replacement is necessary before they replace it. We require the opportunity to assess and determine if a repair can be made before a replacement or a contribution to a replacement is provided

- A replacement of the **gas supply pipe** and the controls that make your boiler work if we can’t repair them

- A replacement of the room sealed flue up to one metre in length and the flue terminal if we can’t repair it

- A **first service** or **annual service** (see page 28)

**What’s not covered**

- Damage caused by limescale, sludge or other debris – if we’ve told you before that you need to carry out repairs, improvements or a **British Gas Powerflush**, or a similar process, but you haven’t done so

- Fixing your showers, their parts and shower pumps

- **Repairing** or replacing taps

- Any parts that are designed specifically for underfloor heating

- Supply of curved or designer radiators (see page 30)

- **Repair** or replacement of electrical elements in radiators

- Replacing or topping up your system inhibitor unless we’ve removed it

- Any part of your **central heating** which directly supplies a swimming pool

### Central Heating

**What’s covered**

- All repairs to the heat and hot water system on your **property**, for example:
  - expansion tank, radiators, bypass and radiator valves (including Hive radiator valves);
  - warm-air vents;
  - cylinders and any immersion heater and its wired in timer switch; and
  - the pipes that connect the **central heating** system

- A replacement of parts of your **central heating** if we can’t repair them

- A **first service** or **annual service** (see page 28)

**What’s not covered**

- Damage caused by limescale, sludge or other debris – if we’ve told you before that you need to carry out repairs, improvements or a **British Gas Powerflush**, or a similar process, but you haven’t done so

- Fixing your showers, their parts and shower pumps

- **Repairing** or replacing taps

- Any parts that are designed specifically for underfloor heating

- Supply of curved or designer radiators (see page 30)

- **Repair** or replacement of electrical elements in radiators

- Replacing or topping up your system inhibitor unless we’ve removed it

- Any part of your **central heating** which directly supplies a swimming pool

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General conditions (see page 26) and general exclusions (see page 30) also apply.
Our insurance features

● Plumbing

What’s covered

✓ All repairs to the plumbing system on your property, for example:
  • your hot and cold water pipes between your internal stopcock up to, and including, your taps and garden taps and the flexible pipes to your kitchen appliances;
  • the hot water cylinder and cold water tanks including immersion heaters, toilet siphons, isolation, ball and radiator valves; and
  • your water supply pipe from the boundary of your property to your home

✓ A replacement of parts that we can’t repair. We will replace a pair of taps to a single item of sanitary ware where only one can’t be repaired

✓ Accidental damage

What’s not covered

✗ Showers and their parts, shower pumps, sanitary ware, spa baths, seals and grouting

✗ Radiators

✗ Any parts that are designed to boost your mains water pressure

✗ Water softeners, water filters and waste disposal units and taps that deliver boiling or filtered water

✗ Water pipes between your home and any detached outbuildings on your property

✗ Swimming pools, fountains, ponds or water features, garden irrigation systems, free standing garden taps and the water pipes running to or from them

✗ Rainwater pipes and guttering

✗ Frozen pipes that need defrosting where there is no other damage

✗ Any water supply pipe that doesn’t supply your home

✗ Water meters

✗ Plumbing in your outbuildings if the supply is provided by a separate mains connection than to your home

✗ Repair and/or maintenance of devices fitted to your plumbing system that are designed to assist in the detection of leaks

✗ Excavation directly under the property where there is a risk to foundations

● Drains

What’s covered

✓ Unblocking drains to restore flow

✓ Repairing drains where we deem the drain to be unserviceable to restore flow

✓ Repairing leaks to waste water pipes and soil and vent pipes

✓ A replacement of parts that we can’t repair

✓ Accidental damage

What’s not covered

✗ Rainwater guttering and down pipes, manholes and their covers, soakaways, septic tanks, cesspits, drainage pumps, treatment plants and macerators and their outflow pipes

✗ Cleaning and descaling your drains

✗ Shared drains

✗ Excavation directly under the property where there is a risk to foundations

General conditions (see page 26) and general exclusions (see page 30) also apply.
Home Electrics

What’s covered

- All repairs to the mains electrical system and wiring on your property, for example:
  - the fuse box
  - light fittings
  - switches, sockets, isolation switches and your immersion heater timer switch;
  - extractor fans up to 15cm in diameter;
  - doorbells and smoke alarms that are connected to the wiring; and
  - outside lighting as long as it’s fixed to your home or outbuildings and fitted less than ten metres above ground
- A replacement of parts that we can’t repair
- Accidental damage
- Repairs or replacement of your electric vehicle charger unit following breakdown, accidental damage, or damage caused by vandalism or theft, subject to proof of Distribution Network Operator (DNO) approval at the customer’s property. If this has not been granted prior to the original install, the time taken to re-apply (and potential customer costs) could delay work

What’s not covered

- Electrical appliances, burglar alarms and camera systems
- Showers and their parts, shower pumps, cooker extractor hoods, storage and panel heaters, underfloor heating, swimming pools, controls, pumps, detectors, timers and programmers, electrical plugs, and solar panels and their inverters
- The electricity supply cable up to the fuse box or mains isolation switch if fitted
- Power cables between your home and any detached outbuildings, outdoor fittings or appliances on your property
- Electrics in your outbuildings if the supply is connected to a separate electricity meter than to your home
- Rubber or lead covered cables
- Complete system rewire
- Outside lighting not fixed to your home or outbuildings

Gas Appliance

What’s covered

- All repairs to:
  - the gas appliance(s) shown on your statement, and
  - the room sealed flue up to one metre in length and the flue terminal
- A replacement if we can’t repair it because it caught fire or exploded, providing you gave us access to carry out your annual service within every period of agreement
- An annual service of the gas appliances shown on your statement (see page 28)
- A replacement of the room sealed flue up to one metre in length and the flue terminal if we can’t repair it
- Accidental damage
- Costs of up to £500 for alternative accommodation and travel if your home is unfit to live in as a result of your gas appliance catching fire or exploding

What’s not covered

- Repairing or replacing open flues and their terminals or any flue over one metre in length
- Artificial coals on gas fires
- Damage caused by limescale
- Flueless fires

Kitchen Appliance

What’s covered

- All repairs to the kitchen appliance(s) shown on your statement
- A contribution towards a replacement if we can’t repair it or we decide it will cost less to replace than to repair. We’ll source the replacement from our approved supplier and make the following contribution based on their current retail selling price:
  - 100% if your appliance is less than three years old
  - 80% if your appliance is three years old or more
- Customers need to contact us if a third party has deemed a replacement is necessary before they replace it. We require the opportunity to assess and determine if a repair can be made before a replacement or a contribution to a replacement is provided
- You may be required to provide proof of purchase to help verify the appliance value
- You may use our contribution towards an alternative model of your choice from our approved supplier. There is no cash alternative

What’s not covered

- Anything that happens in the first 14 days of the product start date or the addition of a new appliance
- Wine coolers, cooker hoods and other extractor fans
- Disconnecting and disposing of your old appliance, or unpacking or installing new ones
- Any appliance(s) that weren’t bought in the UK
- Any appliances(s) that weren’t new when you bought them, unless they are appliance(s) that were in the property when you moved in
- Appliance(s) designed for commercial use
Our insurance features

## Boiler and Controls Breakdown

### What’s included

- **All repairs** to:
  - a single natural gas or Liquid Petroleum Gas boiler or warm-air unit on your **property**, that’s designed for home use and has a heat output capacity of up to 70kW;
  - the room sealed flue up to one metre in length and the flue terminal;
  - the controls that make the boiler work including the programmer, any thermostats – including Hive Thermostats (covering Hive thermostat, hub and receiver) – motorised zone valves and central heating pump;
  - the **gas supply pipe**
- **A replacement** for your boiler if we can’t repair it and:
  - it’s less than seven years old; or
  - it’s between seven and ten years old, we installed it and it’s been continuously covered by us under either a warranty or HomeCare **product**

Customers need to contact us if a third party has deemed a **replacement** is necessary before they replace it. We require the opportunity to assess and determine if a repair can be made before a replacement or a contribution to a **replacement** is provided.

- **A replacement** of the **gas supply pipe** and the controls that make your boiler work if we can’t repair them
- **A replacement** of the room sealed flue up to one metre in length and the flue terminal if we can’t repair it

### What’s not covered

- Anything that happens within the first 14 days of the **product** start date
- **Accidental damage**
- **Damage caused by limescale, sludge or other debris** – if we’ve told you before that you need to carry out **repairs**, improvements or a **British Gas Powerflush**, or a similar process, but you haven’t done so
- Fixing your showers, their parts and shower pumps
- Any controls designed specifically for underfloor heating
- **Repairing or replacing** open flues and their terminals or flues over one metre in length
- **Replacing** or topping up your system inhibitor unless we’ve removed it
- Any part of your **boiler and controls** which directly supplies a swimming pool
- Resetting your controls or **replacing** the batteries
- A **first service or annual service**
- **Repairing or replacing** your **central heating system**
- **Repairing or replacing** air or ground source heat pumps

## Central Heating Breakdown

### What’s included

- **All repairs** to the heat and hot water system on your **property**, for example:
  - expansion tank, radiators, bypass and radiator valves (including Hive radiator valves),
  - warm-air vents;
  - **cylinders** and any immersion heater and its wired in timer switch; and
  - the pipes that connect the **central heating** system
- **A replacement** of parts of your **central heating system**

### What’s not covered

- Anything that happens within the first 14 days of the **product** start date
- **Accidental damage**
- **Damage caused by limescale, sludge or other debris** – if we’ve told you before that you need to carry out **repairs**, improvements or a **British Gas Powerflush**, or a similar process, but you haven’t done so
- Fixing your showers, their parts and shower pumps
- **Repairing or replacing** air or ground source heat pumps
- **Repairing or replacing** taps
- Any parts that are designed specifically for underfloor heating
- Supply of curved or designer radiators (see page 30)
- **Repair or replacement** of electrical elements in radiators
- **Replacing** or topping up your system inhibitor unless we’ve removed it
- Any part of your **central heating** which directly supplies a swimming pool
- A **first service or annual service**
Our non-insurance products

All our non-insurance products are provided by British Gas Services Limited. You should also refer to the general conditions on page 26 and general exclusions on page 30. British Gas also offers on demand home improvement services. Please see contact details on the back page for further information.

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Our service and inspection products

- **Boiler IQ**

This product is only available for selected boilers and where you hold a HomeCare product or British Gas warranty that covers your boiler. We’ll install the boiler IQ hardware, monitor your boiler remotely and let you know if we detect your boiler is failing to provide heat or hot water.

**What’s included**

- ✔ Installing the boiler IQ hardware
- ✔ Monitoring your boiler
- ✔ Contacting you when we identify your boiler is failing to provide heat or hot water to arrange a repair under your HomeCare product or warranty
- ✔ Repairing or replacing your boiler IQ hardware if it develops a fault

**What’s not included**

- ✗ Any repairs or replacements

Gas Appliance Check

**What’s included**

- ✔ An annual service for the gas appliance(s) on your statement

If our engineer finds that one of your gas appliance(s) isn’t fit to be used, you’ll still have to pay for their visit.

**What’s not included**

- ✗ Any repairs or replacements

Annual Boiler Service

This is only available if you have a British Gas 5 Year Warranty.

**What’s included**

- ✔ An annual service for your boiler

**What’s not included**

- ✗ Any repairs or replacements
Gas Safety Check & Certificate (CP12)

If you are a landlord, under the law it’s your responsibility to make sure you have a valid Gas Safety Certificate for the gas meter, gas pipework and any gas appliance(s) on your property. When your safety check is due we’ll send you an email, letter, text message or call you to arrange it. We’ll try to get hold of you up to three times. If we don’t hear back from you after that, we won’t try again. It’s then up to you to contact us to arrange your safety check.

What’s included

✓ An inspection of your gas meter, gas pipework and any gas appliance(s) on your statement

✓ A Gas Safety Certificate for your gas meter, gas pipework and any gas appliance(s) on your statement, which we’ll post or email to you and your tenant if you prefer. If any part fails the safety inspection, we’ll include all the details on the Gas Safety Certificate

What’s not included

✗ Repairs or a replacement of your gas meter, gas pipework or any gas appliance(s)

✗ An annual service

✗ The cost of re-inspecting any of the failures detailed on your Gas Safety Certificate

✗ We won’t provide a Gas Safety Certificate for any boiler or gas appliance we’ve not inspected

Gas Safety Certificate (CP12)

This can only be purchased with a product that includes an annual service and will normally be completed at the same time as your annual service.

What’s included

✓ An inspection of your gas meter and gas pipework

✓ A Gas Safety Certificate for your gas meter, gas pipework and any gas appliance(s) on your statement, which we’ll post or email to you and your tenant if you prefer. If any part fails the safety inspection, we’ll include all the details on the Gas Safety Certificate

What’s not included

✗ Repairs or a replacement of your gas meter, gas pipework or any gas appliance(s)

✗ The cost of re-inspecting any of the failures detailed on your Gas Safety Certificate

✗ We won’t provide a Gas Safety Certificate for any boiler or gas appliance we’ve not inspected

Electrical Installation Condition Report (EICR)

This is a one-off safety inspection of your mains connected electrical wiring and electrical fixtures, including the fuse box.

What’s included

✓ A series of electrical safety tests of your electrical wiring up to a maximum of 14 circuits

✓ A visual inspection of all your accessible switches, sockets, and light fittings and checking a sample of the connections to them

✓ A report which will contain details of the inspection and any faults found, and a recommendation of when the next inspection should take place

What’s not included

✗ Any repairs to faults identified during testing and inspection

✗ Re-checking any faults once you’ve repaired them

Electrical Appliance Testing

This is an optional service for landlords purchasing an Electrical Installation Condition Report who provide their tenants with any appliance that is permanently connected or connected via a plug and socket. We will check the number of appliances that you’ve paid for but it’s your responsibility to make sure that you, your tenant or managing agent shows us which appliances should be tested.

What’s included

✓ An electrical safety test on appliances owned and identified for testing by the landlord

✓ A separate appliance testing report detailing what’s been tested, provided with your Electrical Installation Condition Report

What’s not included

✗ Repairs or replacement to appliance(s)

✗ Tests to appliances not provided, or identified, by the landlord as requiring testing

✗ Tests to appliances where we can’t reasonably gain access to the electrical connection point
Service and Repair Warranty Products

The table below shows the features that are included in each product. You should also refer to the general conditions on page 26 and the general exclusions on page 30.

### Gas Appliance

For Gas Appliance insurance see page 15

If you’ve bought a gas appliance from British Gas New Heating Limited you may have been provided with a twelve-month Gas Appliance Care product.

#### What’s included

- All repairs to:
  - the gas appliance(s) shown on your statement, and
  - the room sealed flue up to one metre in length and the flue terminal
- An annual service
- A replacement of the room sealed flue up to one metre in length and the flue terminal if we can’t repair it

#### What’s not included

- Accidental damage
- Repairing or replacing open flues or flues over one metre in length and their flue terminals
- Artificial coals on gas fires
- Damage caused by limescale
- Flueless fires

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**Product Features**

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<th>Page Numbers</th>
<th>Product As shown on your statement</th>
<th>Annual Service</th>
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<td>Gas Appliance Care</td>
<td>✔️</td>
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<tr>
<td>24</td>
<td>Boiler and Controls Care</td>
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<tr>
<td>24–25</td>
<td>Central Heating Care*</td>
<td>✔️</td>
<td>✗</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>

* If your boiler has been installed by British Gas and you have a British Gas 5 Year Warranty some of the features of Central Heating Care will also be included in that Warranty. This will be reflected in the price of Central Heating Care.

If you bought a new boiler from British Gas New Heating Limited, they may have provided you with a warranty. After the warranty finishes, we’ll offer you the chance to buy a similar product.

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All of our service and repair warranty **products** include:

- Parts and labour
- Unlimited number of **repairs**
- Up to £1,000, including VAT, for getting **access and making good** for each repair
**Boiler and Controls**

For Boiler and Controls insurance see page 10

**What’s included**

- All repairs to:
  - a single natural gas or Liquid Petroleum Gas boiler or warm-air unit in your property, that’s designed for home use and has a heat output capacity of up to 70kW;
  - the room sealed flue up to one metre in length and the flue terminal;
  - the controls that make the boiler work including the programmer, any thermostats – including Hive Thermostats (covering Hive thermostat, hub and receiver) – motorised zone valves and central heating pump;
  - the gas supply pipe
- A replacement for your boiler if we can’t repair it and:
  - it’s less than seven years old; or
  - it’s between seven and ten years old, we installed it and it’s been continuously covered by us under either a warranty or HomeCare product

Customers need to contact us if a third party has deemed a replacement is necessary before they replace it. We require the opportunity to assess and determine if a repair can be made before a replacement or a contribution to a replacement is provided.

- A replacement of the gas supply pipe and the controls that make your boiler work if we can’t repair them
- A first service or annual service (see page 28)
- A replacement of the room sealed flue up to one metre in length and the flue terminal if we can’t repair it

**What’s not included**

- Accidental damage
- Damage caused by limescale, sludge or other debris – if we’ve told you before that you need to carry out repairs, improvements or a British Gas Powerflush, or a similar process, but you haven’t done so
- Fixing your showers, their parts and shower pumps
- Any controls designed specifically for underfloor heating
- Repairing or replacing open flues and their terminals or flues over one metre in length
- Replacing or topping up your system inhibitor unless we’ve removed it
- Any part of your boiler and controls which directly supplies a swimming pool
- Resetting your controls or replacing the batteries
- Repairing or replacing your central heating system
- Repairing or replacing air or ground source heat pumps

**General conditions (see page 26) and general exclusions (see page 30) also apply.**

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**Central Heating**

For Central Heating insurance see page 11

**What’s included**

- All repairs to the heat and hot water system on your property, for example:
  - expansion tank, radiators, bypass and radiator valves (including HIVE radiator valves),
  - warm-air vents,
  - cylinders and immersion heaters and its wired in timer switch; and
  - the pipes that connect the central heating system
- A replacement of parts of your central heating if we can’t repair them
- A first service or annual service (see page 28)

**What’s not included**

- Accidental damage
- Damage caused by limescale, sludge or other debris – if we’ve told you before that you need to carry out repairs, improvements or a British Gas Powerflush, or a similar process, but you haven’t done so
- Fixing your showers, their parts and shower pumps
- Repairing or replacing taps
- Any parts designed specifically for underfloor heating
- Repairing or replacing open flues and their terminals or flues over one metre in length
- Replacing or topping up your system inhibitor unless we’ve removed it
- Any part of your boiler and controls which directly supplies a swimming pool
- Resetting your controls or replacing the batteries
- Repairing or replacing your central heating system
- Repairing or replacing air or ground source heat pumps

**Supply of curved and designer radiators**

(see page 30)

**Repair or replacement of electrical elements in radiators**

**Replacing or topping up your system inhibitor unless we’ve removed it**

**Any part of your central heating system which directly supplies a swimming pool**
General conditions

Your Agreement

UK law
Your agreement is bound by the laws of whichever country the property included in your agreement is in – England and Wales, or Scotland.

English language
Everything we write to you – including terms and conditions – will be in English.

Adding new products
If you add any new products to your agreement during the period of agreement, we’ll arrange it so that they all renew at the same time.

Prices and price changes
Your statement shows the price of your agreement. That price won’t go up or down over the period of agreement, unless you change your agreement, or products, or the Government changes the relevant tax rate. It could be you or us who asks for changes to your agreement. If we ask you to agree to proposed changes to your agreement, we won’t make the changes if you don’t agree to them. If you and we agree any changes, we’ll confirm what they are and when they apply. We’ll always contact you about any change to your price.

Payments
You can pay for your agreement yearly by cheque, debit or credit card or Direct Debit – or monthly by Direct Debit. Energy Extra customers will pay through their energy bill. All of our prices include the relevant taxes at the current rate.

Similar services
Our insurance products are underwritten by British Gas Insurance Limited. We may decide to change our insurer and in such circumstances, we will write to you with details of the new proposed insurer prior to your renewal date. In accordance with our Services Privacy Notice, which can be found at britishgas.co.uk/privacy, to ensure continuity of your insurance, we may transfer your data to the new insurer to enable the new insurer to use your data in order to prepare premium and renewal documents for your agreement.

In accordance with our Services Privacy Notice, which can be found at britishgas.co.uk/privacy, we may introduce insurance products provided by British Gas Insurance Limited or other underwriters that provide similar services and extra benefits to those that are currently being provided under our service and repair warranty products.

If you currently have a service and repair warranty product which is due for renewal, we may replace that product with a product suitable for you and, if you pay by Direct Debit, renew it every year until you tell us otherwise.

Renewals
We’ll contact you at least 25 days before your agreement is due for renewal. We will review your premiums annually based on claims history and other factors, such as regulatory or commercial changes that prompt a change in rates. If you pay by Direct Debit, or are an Energy Extra customer, we’ll keep renewing your agreement automatically, until you ask us to stop.

Overlapping cover
If you have several different products, some parts of your system might be covered twice.

Managing agents
We’ll only provide the products to you and not to landlords or tenants and you must not resell or hold yourself out as a reseller of the products to landlords, tenants or anybody else.

You agree that:
• where you have insurance products you warrant that you’ll have at all relevant times a managing agent insurable interest in the elements included in your agreement; and
• you’ll indemnify us against all costs, expenses, losses, demands, amounts agreed upon in settlement and liabilities which we may suffer or incur arising out of, or in connection with, complaints or claims which we receive from landlords, tenants or any other third party as a result of your failure to have, at all relevant times, a managing agent insurable interest in the elements covered by your agreement.

Recovering losses caused by third parties
If you make a claim under your agreement or product you must, at our request and expense, do everything we reasonably require to enable us to recover losses we become entitled to from other parties, following our repair or replacement. We may require you to carry out such actions before or after we carry out any repair or replacement.

Your responsibilities

Changing your address
If you move to a new home, you need to tell us as soon as possible. We’ll cancel your agreement at the old address and we can start a new agreement at your new address if you wish to continue with cover. Your premium will be reassessed at your new property. If you’re an Energy Extra customer and you move home, we’ll cancel your agreement at the old address and offer you an alternative product.

Keeping us up to date
It’s your responsibility to keep us informed of any changes to your contact details including telephone number, address or email. If you change a boiler or appliance that’s covered by us, you need to tell us the make and model of the new one, so we can check we can cover it. If we can’t cover your new boiler or appliance we may need to cancel or amend your product.

You should also check to see whether you still need the same level of cover – for example, if your new boiler or appliance has a manufacturer’s warranty.

Missing payments under your agreement
Before we book your repair, or visit, we may ask you to pay any missing payments due. If you don’t pay us money you owe, we or our agents will contact you to recover the money.

You agree we can take action to recover money that you owe, including by:
• using money you’ve paid us under another contract or account, even if that account is for a different property
• using money that we owe you (for example any credit balance you have with us)
• selling your debt to a third party.

Getting into your property
Our engineers will only work on your property if there’s someone 18 years old or older there at all times during the visit. It’s your responsibility to give us access to your property. If we can’t get access we won’t be able to complete the work and it’s then up to you to arrange another appointment.

If you don’t re-arrange the appointment, your agreement will still continue. After several failed attempts to get into your property, we may cancel your agreement but we’ll let you know beforehand.

Authority to carry out work
If you’re not at the property when our engineer visits, you must make sure that there is somebody else present who can give instructions to our engineer on your behalf and you must ensure you obtain any job sheets or advice that the engineer leaves with that person. In some situations you may be required to sign an Authority to Proceed.

If you are a tenant, it is your responsibility to ensure that you have obtained the relevant consent from your landlord to enable you to give instructions to our engineer and that you pass any job sheets or advice from the engineer back to the landlord.

It is your responsibility to get consent from any relevant third parties (such as a neighbour) where you and they, for example, share a water supply pipe or driveway.

Working in dangerous or unsafe conditions
We won’t start or continue doing any work in your home if we believe there’s a health and safety risk, for example: hazardous chemicals, pest infestations, verbal or physical abuse, or harassment. And we won’t return to finish the work until that risk is gone.

If any asbestos needs to be removed before
we can repair your boiler, appliance or system, you’ll need to arrange and pay for someone else to remove it and give you a Certificate of Reoccupation which you’ll need to show us. This is paid for by the customer and is non-refundable.

Under warranty
If your boiler, appliance or system is covered by a third party warranty, it’s your responsibility to make sure that any work we do doesn’t affect that warranty.

Authorised contacts
If you want an authorised contact it’s your responsibility to let us know who they are so that we can note it on your agreement.

Manufacturer’s security instructions
It’s your responsibility to follow manufacturer password security guidelines and advice as well as other manufacturer security instructions (including, but not limited to, complying with any firmware and software update notifications) related to internet or mobile connected devices which are used to communicate with boilers, appliances or systems covered under this agreement.

Visiting you

First service
If your product includes a first service we will carry out your first service as soon as we can after the start of your agreement. In periods of local or national high demand for our services (such as cold weather), we prioritise breakdowns and may need to postpone your first visit. If we’ve already carried out a first service or an annual service at your address in the last twelve months, we won’t carry out a first service – even if you’ve just moved in. Instead you will receive an annual service.

At the first service our engineer will check that your boiler is on our approved list and your boiler or central heating and ventilation don’t have any pre-existing faults.

If we find it’s not on the approved list it has a pre-existing fault, we’ll either:

• tell you what needs to be done to fix it – and how much it’ll cost;
• offer you a different product or level of cover, or
• cancel your boiler and controls and/or central heating products. Other products you hold with us will not be impacted.

Annual service
We’ll send you or your authorised contact an email, letter, text message or we’ll call you to arrange your annual service. We’ll try to contact you up to three times. If we don’t hear back from you after the third time or you are not at the property when our engineer visits, we won’t try again and won’t refund the cost of the missed annual service. You can still contact us at any time to book it. Your annual service may be more, or less, than 12 months after your last service visit, with the aim to complete the majority of annual service visits in the summer months so you can have confidence your boiler is in good shape going into winter. In periods of local or national high demand for our services (such as cold weather), we prioritise breakdowns and may need to rearrange your annual service.

For boilers and central heating your first service counts as an annual service.

One of our engineers will visit your home to complete your annual service. This will include testing the gases your appliance or boiler produces.

If the visit shows that it’s necessary to take your appliance or boiler apart to adjust or clean it, we’ll do so.

During the visit, our engineer will fill in a checklist that shows you exactly what we’ve looked at. If we find a problem or fault that needs to be fixed, we’ll tell you about it.

If your product:
• includes repairs and has an excess or fixed fee you will have to pay this before we repair it, or
• is service only, our engineer may give you a quote to have the work done.

Tenants or letting agents arranging visits
Your tenants or letting agents can call us directly to arrange an engineer’s visits. In this scenario, it remains the landlord’s responsibility to obtain any job sheets or advice that the engineer leaves with that person.

Reasonable timescales
We’ll carry out any repairs or visits you’re entitled to within a reasonable time, unless something beyond our control makes that impossible – in which case we’ll let you know as soon as possible and give you another time when we can visit.

During epidemics or pandemics, we will adhere to Government guidelines concerning restriction of non-essential travel and may have to reschedule your repair or visit until such time as the restrictions have been eased.

Our engineers
Normally, we’ll send a British Gas or Dyno engineer to carry out the work. In some cases, we may send a suitably qualified contractor instead.

Making repairs

Excess or fixed fee
Your statement shows how much excess or fixed fee you’ve agreed to pay each time we complete a repair or replace your appliance, whether:
• you report a fault to us;
• you agree to our visit following a fault identified by boiler IQ; or
• we find a fault during a first service or annual service.

If the fault is related to one we’ve fixed for you in the last twelve months, then you won’t have to pay an additional excess or fixed fee. Our engineer will use their expert judgement to decide whether a fault is related to an earlier fault or not.

When we book your repair, we’ll ask to validate your debit or credit card for any excess or fixed fee. If you’re a landlord, this can be from you, your tenants, managing agent or anyone else as long as the card holder is present to authorise their card being used. We won’t put the charges through until after we complete the repair. If we’re reason to believe that the people living in your home are vulnerable or at risk, we’ll send an engineer out even if we haven’t been able to pre-authorise a debit or credit card – and send you an invoice for the excess or fixed fee after we’ve completed the repair.

Safety advice
From time to time, we may tell you that your boiler, appliance or system needs permanent repairs or improvements that aren’t covered by your agreement to keep working safely. For example, if your ventilation doesn’t meet current gas safety regulations. If you don’t follow this advice, it’ll affect certain parts of your cover – but your agreement will keep running until you or we change or cancel it.

Getting access and making good
In addition to the cost of parts and labour, our insurance products and our non-insurance service and repair warranty products cover up to £1,000 including VAT for getting access and making good but this does not apply to the boiler which should be readily accessible for inspection and maintenance in accordance with the boiler’s manufacturing guidelines.

We won’t be responsible for repairing any pre-existing damage, nor will we replace or restore the original surface or coverings, for example, tiles, floor coverings, decoration, grass or plants.

Replacement parts
We’ll try to get parts from the original manufacturer or our approved suppliers. We’ll try to provide replacements with similar functionality but not necessarily the same features or an identical make and model or type of fitting. For example, we may replace an electric vehicle charger or a specific design of tap with a standard one from our range or replace electrical fittings with our nearest white, brass or chrome version. Or you can give the engineer a replacement part that you’ve bought yourself, that we approve, but we’ll only accept responsibility for our workmanship.
If we can’t get hold of the parts we may need to cancel your agreement (or part of it).

If we’ve agreed to cover a boiler or appliance but warned you that it might be difficult to find replacement parts, we’ll do what we can, within reason, to repair it.

Twelve-month guarantee
We guarantee to repair or replace any faulty parts we’ve supplied, or fix any faulty work that we’ve done for twelve months from the date that we did the work.

This doesn’t affect your statutory rights under the Consumer Rights Act 2015, if applicable, and any laws that replace it. If you want independent advice about your rights, you can speak to Citizens Advice or Trading Standards.

British Gas Powerflush
Over time, gas central heating systems build up sludge that can block or narrow your pipes, radiators and boiler parts.

British Gas Powerflush is our way of removing that sludge from your system.

We’ll tell you if your system needs a powerflush to work properly. You’ll need to pay for it separately – it’s not included in your cover.

If you buy a British Gas Powerflush, any future ones you may need to keep your system working properly are included, for as long as you have continuous cover for your boiler with us.

If someone else carries out a powerflush for you, you’ll need to show us the receipt before we carry out any more repairs or replacement work for damage caused by sludge.

Confirming the age of your appliances
If your product includes replacing appliances, our engineer will estimate how old it is. If you disagree, you’ll need to show us either the original from new receipt, a dated guarantee or proof of when it was first installed.

Curved or designer radiators
If your product includes cover for central heating it doesn’t include a replacement of curved or designer radiators.

We can either:

- replace it with a standard radiator; or
- install a curved or designer radiator that you’ve bought yourself, in which case we only accept responsibility for our workmanship, not any manufacturing faults in the radiator itself.

By designer radiator we mean a radiator of particular artistic design or intricate shape or made from materials such as glass, marble, stone, wood or cast iron.

General exclusions

Who can benefit from this agreement?
Nobody other than you can benefit from your agreement.

Cash in lieu
We won’t offer you cash instead of carrying out an annual service, repairs or replacements.

Domestic use
Your product only includes cover for your property if it is used for normal day-to-day living purposes, including use for home office or activities of a domestic nature, including renting, and not where the main purpose of the property is for commercial purposes.

Pre-existing faults
Your products don’t include cover for any faults or design faults that:

- were already there when your boiler, appliance or system was installed;
- existed when you first took out the product;
- we’ve told you about before and you haven’t fixed, or, if the work has been completed by a third party, where work, in our opinion, has not been completed to a satisfactory standard;
- we couldn’t reasonably have been expected to know about before, for example, faulty pipes that don’t have the correct protection, or which are buried under concrete floors; or
- prevent access because a part of your system has been permanently built over.

Work carried out by anyone but us
Unless your product includes accidental damage we won’t cover any damage you’ve caused.

If anyone other than us carries out any work on your boiler, appliance or system and damages it, or that work has not been completed properly, your cover doesn’t include putting that right.

Deliberate damage or misuse
We won’t repair or replace any parts that have been deliberately damaged or misused.

Our engineer will use their expert judgement to determine how the damage was done.

Damage linked to the supply of your gas, water or electricity
We won’t repair any damage that’s caused by changes in, or problems with, the supply of your gas, water or electricity.

External water supply stopcock
If we can’t turn off the external water supply stopcock to your home to complete your repair it’s up to you to get your water supplier to turn it off.

Any damage that’s covered by other kinds of insurance
Your product doesn’t include repairing or replacing any damage caused by extreme weather, flooding, escape of water, structural issues, fire or explosions – or any other kind of damage that’s normally covered by household insurance – unless your product specifically includes it.

If your product specifically includes anything that’s also covered by your household insurance, we’re only responsible for our fair share.

Software, internet communications or radio signals
We’re not responsible for any loss or damage caused by malicious, inappropriate or unintentional interference with the software, internet communications or radio signals of any boiler and controls, appliance, device or system covered under this agreement.

Communication connections
We’re not responsible for your internet connection nor the data transmission to, or from any boiler, appliance, device or control system and we’re not responsible for repairing or replacing any network hub, smart speaker or voice controlled equipment or any smart functionality, for example, connectivity to or from your thermostat or radiator valves and mobile devices (excluding Hive hub and receiver).

Any other loss or damage
We’re not responsible for any loss of or damage to, or cleaning of property, furniture, fixtures or furnishings as a result of your boiler, appliance or system breaking or failing unless we caused it, for example damage caused by water leaks.

We’re not responsible for any reduction in value or damage which results indirectly from anything insured by your agreement, such as loss of earnings or travel expenses, or anything which happens naturally over time including deterioration or wear and tear, settlement or shrinkage. We’re also not responsible for any losses incurred as a result of delayed, rearranged, or cancelled appointments or failure to have a CP12 in place.

Making any improvements
Your product only includes repairing or replacing your boiler, appliance or system when it stops working properly – it doesn’t include any improvements or upgrades, for example repairing smoke alarms that are past their recommended replacement date or expiry date, replacing working radiators, swapping standard radiator valves for thermostatic ones or replacing electrical cables and fuseboards that still work.

Where we’ve told you that an improvement is necessary, we may not continue to make repairs on that part of your boiler, appliance or system unless the work has been carried out.

Steel or iron pipes
We won’t repair or replace steel or iron pipes, except:

- your water supply pipe from the boundary of your property to your home;
- your gas supply pipe, from your meter to your boiler or appliance(s); and
- your soil stack/vent pipe where these pipes are specifically covered by your agreement.

Energy/central heating management systems
We won’t repair or replace energy or central heating management systems.
Complaints

To make a complaint:
• contact us at britishgas.co.uk/complaints,
• call us on 0333 200 8899, or
• write to us at: British Gas Services Customer Relations PO Box 699 Winchester SO23 5AR

We take any complaint seriously and we’ll do our best to resolve the issue right away. If we need more time to investigate, we’ll let you know and keep you updated.

If your complaint relates to one of our insurance products and you’re not satisfied with our final response or it’s been more than eight weeks since we received your complaint, you may be able to take it to the Financial Ombudsman Service:
• by calling them on 0800 023 4567
• or writing to them at: Financial Ombudsman Service Exchange Tower London E14 9SR

For more information, visit financial-ombudsman.org.uk

If your complaint relates to one of our non-insurance products and you’re not satisfied with our final response or it’s been more than eight weeks since we received your complaint, you may be able to take it to the Alternative Dispute Resolution service (Utilities ADR).

For more information visit www.utilitiesadr.co.uk

Complaints scheme

British Gas Insurance Limited is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if British Gas Insurance Limited cannot meet its obligations. General insurance is covered for 90% of the claim, without any upper limit. You can get more information about the compensation scheme from FSCS at fscs.org.uk or by phoning 0800 678 1100.

Cancelling your agreement

Your cancellation rights

How you can cancel
You can cancel your agreement or a product at any time, by calling 0333 202 9523 – or writing to us at:
HomeCare Membership Office Murdoch House Bathwell Road Uddingston G71 7UD

If you cancel your product within 14 days
We’ll give you a full refund of your product(s) if you cancel within 14 days:
• for your Electrical Installation Condition Report and Boiler IQ, the 14 days begins the day you accept our quotation; and
• for all other products, the 14 days begins on the start or renewal date, or from the date you received the policy documents if this is later.

This is your cooling off period. If we’ve done work for you before the cooling off period ends and then you cancel your agreement or products you may have to pay cancellation charges – see cancellation charges table.

If you cancel after 14 days
We’ll cancel your policy from the date you notify us and we’ll refund you for the rest of the time you have already paid for.

If we’ve carried out any work for you, you may have to pay cancellation charges – see cancellation charges table.

Cancelling your Direct Debit through your bank doesn’t mean that you’ve cancelled your agreement with us. If you stop your Direct Debit without telling us, we’ll try writing to you to collect the money you owe. If we don’t hear from you and you don’t pay, we’ll cancel your agreement no less than 30 days after the date we first found out your payment had failed.

You may also have to pay cancellation charges – see cancellation charges table.

Cancellation charges

If you or we cancel your agreement or any products and we’ve already completed work for you since you bought or renewed them, you may have to pay cancellation charges.

The table on the right side of this page shows you the amount you may have to pay. We’ll take off any excesses, fixed fees and payments you’ve made since you bought or renewed your agreement.

<table>
<thead>
<tr>
<th>Type of work completed</th>
<th>Charge per piece of work completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boiler or Central Heating repairs or replacement</td>
<td>£115</td>
</tr>
<tr>
<td>All other completed repairs or replacement</td>
<td>£70</td>
</tr>
<tr>
<td>Annual service or first service</td>
<td>£65</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type of work completed</th>
<th>Charge per piece of work completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gas safety certificate</td>
<td>from £24*</td>
</tr>
<tr>
<td>Gas safety check and gas safety certificate</td>
<td>from £24*</td>
</tr>
<tr>
<td>Electrical installation condition report</td>
<td>from £150**</td>
</tr>
<tr>
<td>Boiler IQ installation</td>
<td>from £40***</td>
</tr>
</tbody>
</table>

* The amount charged will be dependent on the number and type of appliances checked and whether you have any other products.
** The amount charged will depend on the size of the property, and the number of circuits checked.
*** Only applies if cancellation occurs within the cooling off period.
Cancelling your agreement

Introductory offers
If you cancel or do not renew a product and then buy a product with similar features from British Gas:
• more than once in three years; or
• within three months
then you may not be eligible for any promotional offers or new customer prices.

When we can cancel
We can cancel your agreement or product if:
• you give us false information;
• your boiler or appliance isn’t on our approved list;
• we find a pre-existing fault during your first service;
• your product does not include a first service and we find a pre-existing fault at your first breakdown;
• we can’t find the parts we need to repair your boiler, appliance or system, despite our attempts;
• you put our people’s health and safety at risk, for example, physical or verbal abuse;
• your home or property is unfit or unsafe to work in;
• you don’t let us in to your home or property to work, despite several attempts;
• we tell you to make permanent repairs or improvements, but you don’t; or
• you don’t make your payments
We’ll try writing to or emailing you to collect the money you owe. If we don’t hear from you and you don’t pay, we’ll cancel your agreement no less than 30 days after the date we first found out your payment had failed. You may also have to pay cancellation charges – see cancellation charges table.

If we cancel your agreement or product we’ll refund you for the rest of the time you’ve already paid for. Where you have Boiler and Controls Cover or Central Heating Cover and we can’t find the parts we need to repair your boiler and controls or central heating, if you decide to cancel and contact us accordingly, we’ll refund any money you have paid for these products since your last renewal date or your last claim, whichever was the more recent.

If we’ve completed a repair, replacement or an annual service since you bought or renewed your agreement or product, you may also have to pay cancellation charges – see cancellation charges table.

If we cancel your agreement or product at your first service, we’ll refund you in full, unless we’ve completed any work since you bought your agreement or product in which case you may have to pay cancellation charges – see cancellation charges table.

Where you have Boiler and Controls Breakdown Cover or Central Heating Breakdown Cover and,
• we can’t get hold of the parts we need to fix your boiler and controls or central heating, and
• you decide to cancel and contact us accordingly, we’ll refund any money you have paid for these products since your last successful claim or your last renewal date (if this informed you that we may not be able to source the parts), whichever was the more recent, up to a maximum of three years

We can cancel your Boiler IQ if:
• you do not have a HomeCare product or British Gas warranty that covers your boiler;
• you move home; or
• you replace your boiler with a boiler that’s not compatible with the boiler IQ hardware
If you have Boiler IQ and we don’t contact you to let you know your boiler has failed to produce heat or hot water but subsequently our engineer using their expert judgement agrees there was a boiler failure, we’ll refund any money you have paid for this product since your last notification alert.
How to make a claim

For a breakdown or repair, you may find that it is quickest and easiest to contact us at britishgas.co.uk/breakdown, or via the British Gas App. Alternatively, you can call us on 0333 200 8899. If you’d like a security password or have any special needs, please call us and let us know.

Our breakdown line is open 24/7. We may record calls to help improve our service to you. Call charges to 03 numbers will cost no more than 01 or 02 numbers, please check with your phone provider.

Other useful contacts

<table>
<thead>
<tr>
<th>Service</th>
<th>Website</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>A gas escape</td>
<td>britishgas.co.uk/ASV</td>
<td>0800 111 999</td>
</tr>
<tr>
<td>A first service or annual service visit</td>
<td>britishgas.co.uk/contactus</td>
<td>0330 100 0079</td>
</tr>
<tr>
<td>A general enquiry</td>
<td>britishgas.co.uk/contactus</td>
<td>0333 200 8899</td>
</tr>
<tr>
<td>To make a complaint</td>
<td>britishgas.co.uk/complaints</td>
<td>0333 200 8899</td>
</tr>
<tr>
<td>Moving home</td>
<td>britishgas.co.uk/homemove</td>
<td>0333 200 8899</td>
</tr>
<tr>
<td>If you’re a landlord or tenant</td>
<td>britishgas.co.uk/homemove</td>
<td>0333 202 9798</td>
</tr>
<tr>
<td>To cancel all or part of your agreement</td>
<td>britishgas.co.uk/complaints</td>
<td>0333 202 9523</td>
</tr>
<tr>
<td>Alternative formats – Braille/large print/audio tape</td>
<td>britishgas.co.uk/psr</td>
<td>0333 200 8899</td>
</tr>
<tr>
<td>Home improvements</td>
<td>britishgas.co.uk/homemove</td>
<td>0333 200 8899</td>
</tr>
</tbody>
</table>

Download the British Gas App today and spend less time running your home, and more time enjoying it. With the touch of a finger, you can submit meter readings, pay your bill, and book a repair or boiler services.

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