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.

At British Gas, we care about privacy and we protect your personal data. We want to be transparent about how we use your personal data, so before you read our Terms and Conditions, we want to point out that British Gas Services Limited is the data controller of your personal data. Although our Privacy Notice does not form part of the contract between you and British Gas Services Limited, you should read our Privacy Notice, to understand how we collect and use your personal data and your data protection rights. Please see our Services Privacy Notice at britishgas.co.uk/privacy

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‘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 who underwrite your insurance products. British Gas Services Limited also 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 boiler, 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  - all of the products 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 gas boiler, appliance or central heating, and ventilation is working safely and in line with the relevant laws and regulations. See page 28 for more details.

approved list  - boilers, appliances or parts that we can repair or replace.

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.

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.

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 runs out, as detailed on your statement.

product/products  - cover or service for certain appliance(s) or system(s).

property/properties  - a home and all the land up to your boundary – including any detached outbuildings.

repair(s)/repairing/repaired  - 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.

replacements will only be from the British Gas or Hive range.

for Kitchen Appliance Cover we’ll provide a contribution towards a replacement appliance with similar functionality from our approved supplier.

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.

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 runs out, as detailed on your statement.

product/products  - cover or service for certain appliance(s) or system(s).

property/properties  - a home and all the land up to your boundary – including any detached outbuildings.

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in the case of internet enabled boilers, appliances or parts, replacements will only be from the British Gas or Hive range.

for Kitchen Appliance Cover we’ll provide a contribution towards a replacement appliance with similar functionality from our approved supplier.

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
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.

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<td>x</td>
<td>x</td>
<td>Boiler, controls and central heating on a repair only basis</td>
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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 flue including the flue terminal, up to one metre in length
  • The controls that make the boiler work including the programmer, any thermostats, 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 British Gas under either a warranty or HomeCare agreement
  • Or, it caught fire or exploded, providing you gave us access to carry out your annual service within every period of agreement since we first covered you

✓ 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 flue including the flue terminal up to one metre in length if we can’t repair it

✓ A first service or annual service (see page 28)

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 boiler catching fire or exploding

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

✗ Any controls designed specifically for underfloor heating

✗ Repairing or replacing the flue including the flue terminal for any open flued appliances or if the flue is over one metre in length, unless we installed it

✗ Repairing or replacing any network hub, smart speaker or voice controlled equipment or any smart functionality, for example connectivity to or from your thermostat and mobile devices

✗ 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

Central Heating

What’s covered

✓ All repairs to the heat and hot water system on your property including:
  • Expansion tank, radiators, bypass and 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

✓ Accidental damage

✓ 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

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

What’s covered

✓ All repairs to the plumbing system on your property including:
  • 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.

● Drains

What’s covered

✓ Repairing and unblocking drains to restore flow.
✓ Repairing leaks to internal waste water pipes and external 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.
### Home Electrics

#### What’s covered
- **All repairs** to the mains electrical system and wiring on your **property** including:
  - 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
  - Outside lighting as long as it’s fixed to your **home** or outbuildings and fitted less than ten metres above ground; and
  - Your electric vehicle charging unit, if we installed it
- **A replacement** of parts that we can’t **repair**
- **Accidental damage**

#### 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**
  - The flue including the flue terminal up to one metre in length
- **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** since we first covered you
- **An annual service** (see page 28)
- **A replacement** of the flue including the flue terminal up to one metre in length for the gas appliance(s) on your **statement** if we can’t **repair** it
- **Accidental damage**

#### What’s not covered
- Anything that happens in the first 14 days of you taking out the **product**
- 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 appliance(s) that weren’t new when you bought them, unless they are appliance(s) that were in the **property** when you moved in

### 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
  - 30% if your appliance is three years old or more
- 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
- **Accidental damage**

#### 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

General conditions (see page 26) and general exclusions (see page 30) also apply.
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 flue including the flue terminal, up to one metre in length
  - The controls that make the boiler work including the programmer, any thermostats, 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 British Gas under either a warranty or HomeCare agreement

✓ **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 flue including the flue terminal up to one metre in length if we can’t **repair** it

**What’s not covered**

✗ Anything that happens within the first 14 days of you taking out the **product**

✗ **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** the flue including the flue terminal for any open flued appliances or if the flue is over one metre in length, unless we installed it

✗ **Repairing or replacing** any network hub, smart speaker or voice controlled equipment or any smart functionality, for example connectivity to or from your thermostat and mobile devices

✗ **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

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

### Central Heating Breakdown

**What’s included**

✓ **All repairs** to the heat and hot water system on your **property** including:
  - Expansion tank, radiators, bypass and 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

**What’s not covered**

✗ Anything that happens within the first 14 days of you taking out the **product**

✗ **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**

= Boiler and Controls Breakdown
= Central Heating Breakdown
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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<tr>
<td>Central Heating</td>
<td>25</td>
</tr>
</tbody>
</table>

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### 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 agreement
- Repairing or replacing your boiler IQ hardware if it develops a fault

#### What’s not included

- Any repairs or replacements

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### 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

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### 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, or 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

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
✓ 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

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

<table>
<thead>
<tr>
<th>Page Numbers</th>
<th>Product As shown on your statement</th>
<th>Product Features</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Annual Service</td>
</tr>
<tr>
<td>23</td>
<td>Gas Appliance Care</td>
<td>✔</td>
</tr>
<tr>
<td>24</td>
<td>Boiler and Controls Care</td>
<td>✔</td>
</tr>
<tr>
<td>24-25</td>
<td>Central Heating Care*</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.

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

Gas Appliance

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
  - The flue including the flue terminal up to one metre in length
- An annual service
- A replacement of the flue including the flue terminal up to one metre in length for the gas appliance(s) on your statement if we can’t repair it

What’s not included

- Accidental damage
- Repairing or replacing the flue including the flue terminal for any open flued appliances or if the flue is over one metre in length, unless we installed it
- Damage caused by limescale
- Flueless fires
### 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 flue including the flue terminal, up to one metre in length
  - The controls that make the boiler work including the programmer, any thermostats, 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 British Gas under either a warranty or HomeCare agreement

- **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)

### 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 the flue including the flue terminal for any open flued appliances or if the flue is over one metre in length, unless we installed it
- Repairing or replacing any network hub, smart speaker or voice controlled equipment or any smart functionality, for example connectivity to or from your thermostat and mobile devices
- 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

### 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 the flue including the flue terminal for any open flued appliances or if the flue is over one metre in length, unless we installed it
- Repairing or replacing any network hub, smart speaker or voice controlled equipment or any smart functionality, for example connectivity to or from your thermostat and mobile devices
- 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.
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. We’ll always write to tell 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. Accordingly, in order to ensure continuity of your insurance, you hereby authorise us to transfer your data to any new proposed insurer, and for the new insurer to use your data in order to prepare a premium and renewal documents for your policy.

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 arrange those insurance products for you and, if you pay, by Direct Debit, renew them every year until you tell us otherwise.

Renewals
We’ll write to you at least 25 days before your agreement is due for renewal. 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.

You acknowledge and agree that British Gas Services Limited may act on your behalf in arranging and administering the renewal of your agreement. Details of any charge for this activity will be included in your renewal letter.

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.
• 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 may start a new agreement, transfer your current agreement to your new address or if you ask us to, cancel it. If you’re an Energy Extra customer and you move home, we’ll cancel your agreement at the old address and may 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.

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.

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.

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* it is usually carried out in the first 42 days of you taking out the *product* or changing address. 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 or 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 *agreement* or *product*

Annual service
We’ll send you or your *authorised contact* an email, letter, text message or 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.

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
- Is service only, our engineer may give you a quote to have the work done

Tenants or letting agents arranging visits
Your tenants or your letting agents can call us directly to arrange any engineer’s visit.

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.

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 reasonable 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.

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* 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.
General conditions

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 isn’t 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, 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

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 today 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, in the case that the work has been completed by a third party, where work 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, 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.

Any other loss or damage
We’re not responsible for any loss of or damage to, or cleaning of property, furniture or fixtures 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 also not responsible for any losses incurred as a result of delayed, rearranged or cancelled appointments.

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 replacing smoke alarms that are past their recommended replacement date or expiry date, replacing working radiators, swapping standard radiator valves for thermostatic ones and 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.

General exclusions
Complaints

To make a complaint:
• Email us at ServicesCustomerTeam@britishgas.co.uk
• 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

Compensation 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 Bothwell 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:

<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 £49***</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 appliances 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 equivalent features from British Gas:
• More than once in three years
• Or, within three months
then you won’t 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 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, 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, we haven’t told you before that we may not be able to find them
we’ll refund any money you have paid for these products since your last claim, 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.

Cancellation Form
If you want to cancel any product you can do so by returning this form. You can post the form to the following address:

HomeCare Membership Office, Murdoch House, Bothwell Road, Uddingston G71 7UD
You can also call us on 0333 202 9523.

I wish to cancel the following products
Name
Address

Signature
Date
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. Calls to 0800 numbers are free. 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/Request</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>A gas escape</td>
<td>0800 111 999</td>
</tr>
<tr>
<td>A first service or annual service visit</td>
<td>britishgas.co.uk/ASV 0330 100 0079</td>
</tr>
<tr>
<td>A general enquiry or to complain</td>
<td>britishgas.co.uk/contactus 0333 200 8899</td>
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<tr>
<td>Moving home</td>
<td>britishgas.co.uk/homemove 0333 200 8899</td>
</tr>
<tr>
<td>If you’re a landlord or tenant</td>
<td>britishgas.co.uk/home-services/landlords 0333 202 9798</td>
</tr>
<tr>
<td>To cancel all or part of your agreement</td>
<td>0333 202 9523</td>
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<tr>
<td>Alternative formats – Braille/large print/audio tape</td>
<td>0800 072 8625</td>
</tr>
<tr>
<td>Textphone for the hard of hearing</td>
<td>18001 0800 316 3772</td>
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<tr>
<td>Home improvements</td>
<td>britishgas.co.uk/home-improvements 0333 230 6674</td>
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</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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