

CHANGES TO THE COMMERCIAL INSTALLATION T&CS AND THE BUSINESS CARE ESSENTIAL T&CS WHICH APPLY TO BOILER INSTALLATION QUOTES ISSUED ON OR AFTER THE 24 SEPTEMBER 2018

CHANGES TO THE COMMERCIAL INSTALLATION T&CS

The following changes to the Commercial Installation T&Cs apply to boiler installation quotations issued on or after the 24 September 2018.

- Clauses 4.1 and 4.2(ii) do not apply.
- The words “and the **guarantee** shall not include” in the first sentence of Clause 4.2 are deleted.
- The definition of **guarantee** will be removed and replaced with;
guarantee: means your Business Care Essential (Installation) agreement with British Gas
- The following definition is added;
completion date: means the date we determine that the **works** are **completed**

If there is any conflict between what we say here and in the Commercial Installation T&Cs, what we say here takes priority.

If there is any conflict between what we say in the Commercial Installation T&Cs and the Business Care Essential (Installation) T&Cs, the Commercial Installation T&Cs takes priority for the initial installation work only. The Business Care Essential (Installation) T&Cs will apply, once the installation is complete.

CHANGES TO THE BUSINESS CARE ESSENTIALS T&CS FOR THE BUSINESS CARE ESSENTIAL (INSTALLATION PLAN)

The Standard conditions for British Gas Business Care T&Cs, July 2018 (the “**Business Care T&Cs**”) will apply to the Business Care Essential (Installation) Plan, subject to the changes below.

The **Business Care T&Cs** are amended as follows:

- Business Care Essential (Installation) is added to the list of products. This product is the same as the Business Care Essential Product, but with the following changes:
 - In the Business Care Essential, What’s included section, add the following bullets:
 - any labour and part/material charges to **repair** or **replace** faulty parts we supplied during the installation work
 - any labour and part/material charges to **repair** any faulty work carried out during the installation work
 - In the Business Care Essential, What’s not included section, replace bullet 3 with the following:
 - Any labour or parts/material charges required for the **repair** of the **system** (unless that element of the **system** was installed during the installation work)
- The following changes also apply to your Business Care Essential (Installation) Product:
 - Clause 2.2.1 is removed and replaced with:
 - If you contact us for a repair within the first seven days of your **agreement start date**, such repair to your **appliance** and **system** will not fall within the scope of this agreement or any of the products and clause 2.5.5 will apply where the repair;

- was caused by faults which existed before the installation work and were not included in the boiler installation quote; or
 - is to any part of the **system** which was not installed during the installation work.
- Clauses 2.2.2, 2.2.3 and 2.2.4 do not apply.
- Clause 2.3.3 is removed and replaced with:
 - If we've installed a new **appliance** for you, you will not receive a **first service** or **annual service** in your first year.
- The following words are added to the end of Clause 2.4.1, "If you have the Business Care Essential (Installation) product you will receive and annual service in years 2 and 3 of your initial **agreement**."
- The words "or which occurred during the first seven days of your **agreement**" in clause 4.2.1.1 are removed.
- For clarity if you cancel your Business Care Essential (Installation) plan under clause 5 within the first 3 year period you will not receive any refund.
- Clause 6.1.1 is removed and replaced with:
 - Your **agreement** will start on the completion date of the installation work (the "**agreement start date**") and your **agreement** will run from the **agreement start date** for an initial three years, following which it will be automatically renewed every twelve months until ended by you or us. For the purposes of this clause, the completion date of the installation work means the date upon which we determine that the installation is completed.
- Clause 6.10.4 is removed and replaced with:
 - Our liability to you in respect of all claims arising out of or in connection with your **agreement** (including as a result of breach of contract, negligence or any other tort, under statute or howsoever caused) will be limited to the total quoted price set out in the applicable boiler installation quote.

If there is any conflict between what we say in here and in the Business Care Essential T&Cs, what we say here takes priority.