



British Gas Business Additional Services Terms and Conditions

Thank **you** for choosing **British Gas Business additional services**.

Introduction to your Terms and Conditions

This document sets out the terms and conditions that will apply to the following services:

- chargeable on demand work;
- bespoke **system** upgrades;
- any work that may be excluded from any agreement **you** may already have with **us**.

together the “ **additional services**”

It is important **you** read these terms and conditions carefully, together with **your quotation** provided to **you**, these form the basis of **your Agreement** with **us**. If **you** have any questions, please call **us** on 0845 071 4444.

Once **you** accept the **quotation**, **we** agree to carry out the **additional services** in line with this **agreement**.

1. Definitions used in your Terms and Conditions

additional services means only those works detailed in the **quotation**.

agreement means **your quotation** and these terms and conditions.

appliance means the appliance referred to in **your quotation** and surveyed by **our** engineer at the time of the **quotation**. An **appliance** does not include the **system**.

British Gas Business is a trading name of British Gas Services (Commercial) limited.

consumer has the same definition as the Consumer Rights Act 2015.

premises means the address where the **system** or **appliance** (as applicable) is located.

quotation means the **quotation** you receive from **us** by email that confirms the price of the **additional services**, the details of the **additional services** and the parts to be fitted.

system means the **appliance** and associated wet central heating system and its controls or primary indirect water circuit and its controls but excluding cold water supply pipes, hot water taps / thermostatic mixing valves and any pipe work associated with these.

warranty services means the provision of our guarantee as described in clause 1.13 of this **agreement**.

we, us, our means British Gas Services (Commercial) Limited (Company number 07385984), with registered office Millstream, Maidenhead Road, Windsor, Berkshire, SL4 5GD and its agents, employees and subcontractors who administer and provide the **additional services** on behalf of **British Gas Business**.

you or **your** means the person and/or business named on your **quotation**.

2. General Conditions that apply to our Agreements

2.1 Price

The price stated in **your quotation** is valid at the time of the **quotation** and will expire, if not accepted by **you**, 28 days after receiving the **quotation**. The **quotation** is subject to the **additional services** taking place within 90 days from the date on which the **quotation** is

accepted. If, after this time, but before completion of **the additional services**, any increase or decrease occurs in the rates payable by **British Gas Business** for labour, materials, or transport **British Gas Business** shall have the right to amend the price of **the quotation** accordingly.

All prices on the **quotation** include value added tax at the current rate.

If **you** do not pay any amount as detailed in the **quotation** within the agreed payment terms, **we** have the right to charge a late payment fee of £20 each time.

We reserve the right to offset any credit balances to overdue debit balances.

2.2 Deposit and payment

You may be asked to pay a deposit at the time **you** accept the **quotation**. Any deposit required must be paid when **you** agree to **your** appointment, which could be on the same day the engineer issues the **quotation**. The remaining balance must be paid no later than 30 days from **your** appointment.

2.3 Appointment

The **additional services** will take place on the same day as the engineer issues the **quotation** or **we** will arrange an alternative appointment with **you** for the **additional services** to take place as soon as possible, depending on engineer availability.

2.4 Working Hours

We will carry out the **additional services** and the **warranty services** during our normal working hours (8am to 6pm Monday to Friday, excluding bank holidays in the United Kingdom), unless **we** agree otherwise.

The time estimate provided for doing the **additional services** is **our** best estimate and **we** will make every reasonable effort to complete the **additional services** on time. However, **we** cannot be responsible for delays due to weather or any other circumstances beyond **our** control such as fire, accidents, war, bad weather conditions, industrial disputes, strikes, lockouts which **we** are not directly involved in or discovering issues at the **premises**. In these situations, **we** may change the time estimates **we** originally gave **you**.

2.5 Gaining access to your premises

We will need **you** to give **us** reasonable access for the **additional services** or for providing any of the **warranty services** (if applicable). **Our** engineers, assessors, technicians or inspectors will only provide the **additional services** or **warranty services** in the **premises** if there is someone aged 18 or over at the **premises** at all times.

If **we** cannot gain access, **we** will not be able to carry out the **additional services** or the **warranty services** and **you** may be charged £85 for an aborted site visit. **We** may also need to make several visits to **your premises**.

If **you** do not provide this access, it may affect **our** legal responsibility to complete the **additional services** or to provide the **warranty services**. If **you** refuse reasonable access or **we** cannot gain access or **we** cannot arrange another suitable appointment with **you**, **we** may choose not to deal with the particular problem or cancel this **agreement**.

2.6 Permissions

Prior to any of the **additional services** or **warranty services** being carried out, if **you** are a tenant, **we** will need **your** landlord's permission before **you** can allow **us** to start the work. It is **your** responsibility to provide this.

It is **your** responsibility to make sure that **you** get any permission **you** need or provide any notice before **we** start any work. Permissions will include any licence, approvals and notice requirements including approval from Building Control, **your** insurers or planning permission where **your premises** is located in a conservation area or is a listed building or if **you** are a tenant or leasehold owner **you** will need the freehold owner's written permission. If **you** have any concerns, **your** local planning authority should be able to help **you**.

If **you** do not get the above permission **you** need or provide the required notice, **you** may be prosecuted in the criminal courts. **We** will not be able to start any of the **additional services** or **warranty services** if **you** have not got the appropriate planning permission or if **you** are unable to give **us** evidence that **you** have this permission. **We** will not be legally responsible for any inability to go ahead as a result. If **we** carry out work at **your premises** and **you** have given **us** false or inaccurate information, **you** will compensate **us** for any losses **we** suffer because of **your** failure to get the permission **you** needed, which may include court fines and penalties.

2.7 Labour

One of **our** engineers will usually carry out the **additional services** or **warranty services**. In some cases **we** may authorise a suitably qualified contractor to carry out the **additional services** or **warranty services** on our behalf. All of **our** contractors carry identity cards.

2.8 Standard replacement parts

The **additional services** and any **warranty services** will only include the fitting of the standard replacement parts. For example, **we** replace all fittings with a

standard white plastic fitting unless **you** give **us** another one to use.

2.9 Prior building works

If **we** have recommended building or other work before the **additional services**, the details and specification will be set out in **your** technical checklist and **we** will assume this work has been carried out before **we** start the **additional services**. Any delays to the start of the **additional services** as a result of this work not being completed will not be **our** responsibility.

2.10 Removing waste

The **additional services** and **warranty services** includes removing all non-dangerous materials, including **your** existing parts or equipment and all waste and packaging no longer needed for the **premises** for recycling (where applicable). **We** will inform **you** when **we** plan not to remove any materials/equipment within the **premises**. If **we** remove any rubble, the method **we** use will have been approved by a structural engineer. **We** accept no legal responsibility for any structural issues that arise at the **premises** after the **additional services** or **warranty services** are complete, unless these issues arise as a direct result of **our** negligence.

2.11 Care and skill

We will provide the **additional services** and the **warranty services** using reasonable skill and care and will be of a quality that keeps to generally accepted industry standards.

2.12 Spare parts

If **our** engineer does not carry the spare parts needed on the day of **your** appointment, **we** will try to get hold of the items as soon as **we** can. If not, **we** will do all **we** reasonably can to find and install parts from **our** approved suppliers.

We may use other approved parts or parts that have been reconditioned by the original manufacturer or approved third parties.

2.13 Remedies

You acknowledge that the following provision reflects a fair allocation of risk and the price as set out in the **quotation** is reflective of this allocation of risk. Except where required by law, **your** exclusive remedy for any default by **us** under this **agreement** shall be, where possible, to obtain the repair, replacement or correction of the defective **additional services** to the extent warranted under this **agreement**. If this remedy is not economically or technically feasible or effective then **you** may obtain a fair partial or full credit or refund of amounts paid for the defective **additional services**, except that **we** will not be liable for any amount in excess of the price set out in the **quotation**.

2.14 Warranty Services

We will provide **warranty services** for any parts that **we** have supplied and fitted or work **we** have carried out in accordance with the **additional services**, for a period of twelve months, from the date **we** complete the **additional services**.

2.15 Governing Law

This **agreement** and all correspondence will be in English. **Your agreement** is governed by the laws of England and Wales if **your Premises** is based in England or Wales and by the laws of Scotland if your Home is in Scotland.

3. General Conditions – Cancellation

3.1 Your right to cancel

You may cancel this **agreement** at any time as long as **you** let **us** know by calling **0845 071 4444** or by writing to **us** at: British Gas Services (Commercial) Limited, Bradmarsh Business Park, Rotherham, S60 1BY.

If you cancel within the first 14 days,

If **you** are a **consumer**, **you** are entitled to a fourteen day cooling off period. However, by accepting the **quotation**, **you** consent to us starting work before the cooling off period ends, if **your** appointment is during this time. If **you** cancel **your** agreement after the **additional services** have started, **we** will charge **you our** reasonable costs for:

- any work already carried out, or
- any goods already installed into **your premises**.

If **you** want to cancel within this time, **you** can email gascustomersupport@britishgas.co.uk or post the form to the address provided. **You** can also call us on **0845 071 4444**. If **you** choose to do so in writing using the attached cancellation form and deliver **your** notice personally or send it by recorded delivery or registered post to British Gas Services (Commercial) Limited, Bradmarsh Business Park, Rotherham, West Yorkshire S60 1BY at any time within fourteen days starting from the day after the date **you** sign the **agreement**. **We** will assume notice of cancellation has been served as soon as it is received by **us** or, in the case of electronic communication, from the date it is sent to **us**.

If you cancel after the first 14 days, we will give you a full refund of any money **you** have paid for the **additional services**, after the point of cancellation, unless **we** have carried out any work, in which case cancellation charges and reasonable costs may apply.

3.2 Our cancellation rights

We may cancel or, at **our** discretion, suspend **your** Agreement in the following circumstances:

- If **you** do not comply with the terms of this **agreement**;
- If **you** have given **us** false information;
- If **you** do not pay **us** when amounts are due;
- If **we** have any health and safety issues concerns about **your system** or **premises** (including if the relevant **appliance** or **system** is condemned);
- If **you** do not give **us** access to **your premises** if this is needed or **your appliance** or **system** is inaccessible;
- **We** are not reasonably able to source parts for **your appliance** or **system** from our suppliers;
- Certain work that is excluded from the **quotation** is not completed prior to starting the **additional services**;
- If circumstances arise (including health and safety issues) which make it inappropriate for the **agreement** to continue;
- If **we** give **you** 14 days' calendar notice;
- If a public liability claim has been lodged (reciprocal) **we** may suspend **your agreement** until the outcome of this, if work requested would interfere with the outcome of that claim.
- If **you** become insolvent or are unable to pay **your** debts;
- If it is required by law; or
- If **your** behaviour is deemed offensive or verbally abusive to **our** employees – please note **we** will not tolerate violence, physical aggression or verbal or written abuse towards **our** staff or agents. If it happens, **we** can take legal action or report it to the police.

If **we** cancel at **your** appointment, **we** will give **you** a full refund of any money **you** have paid, less any costs incurred by **us**.

Following termination, **we** shall be entitled to destroy any information or documentation provided by **you**.

Cancellation of this **agreement** will not affect any other agreements **you** have with **us** or related companies (for example, agreements for the same or similar services for other sites).

4. General Exclusions that apply to our Agreements

4.1 Necessary extra work

The **quotation** does not include the cost of any extra work that may need to be done in order to complete the **additional services** and that **we** only become aware of after **we** start the **additional services** or **warranty services**, for example a defective circulation pump or combustion fan. If extra work is needed, **we** will explain why and let **you** know the cost for **us** to do it, if **we** are able to.

You may engage **us** to do the **additional services** or **you** may get another organisation to carry out the extra work. Until the work is completed, **we** cannot finish the **additional services**. If **you** do not agree to the extra work being carried out either by **us**, or another organisation, this **agreement** will be cancelled and **you** will only be responsible for **our** costs incurred up to the date of cancellation.

4.2 Optional extra work

The charge for the work includes the labour, parts and call-out for fixing the fault identified in the **quotation** and faults directly related to that fault. Before **we** start the **additional services**, **we** may agree extra charges with **you** for repairs to faults which are not related to the fault specified in the **quotation** such as:

- **you** have called **us** regarding a boiler breakdown but also ask **us** to fix a leaking radiator; or
- whilst changing a faulty circulation pump the isolation valves are inoperable and the system requires draining.

4.3 Design or existing faults

We will not be responsible for the cost of repairs or gaining access to make repairs if there are design faults (unless **we** are responsible for the design faults or have included them within our **quotation**) or any existing faults **we** have identified on a previous visit at the **premises** but not included in the **quotation**, or faults which **we** could not, using reasonable care and skill, identify when the **quotation** was given.

4.4 All other loss and damage

We will not be responsible for losses or damage **you** suffer under this **agreement** where **we**, **our** employees or **our** subcontractors, have not breached any term of this **agreement**.

4.5 Making good

We will take reasonable care to carry out the **additional services** and **warranty services** without causing unnecessary damage to **your premises**, however **you** accept that any of the work (including removing or dismantling existing fixtures and fittings) may cause damage and certain areas may need redecoration following completion of the **additional services** or the **warranty services**.

We will fill in any holes and leave the surface level if **we** have had to make access to **your system** so **we** could carry out a repair, however **we** will not replace the original surface or construction (for example, redecoration), unless the

damage has been directly caused by **our** negligence. If the original surface or construction was damaged as a result of any prior fault with **your system**, for example a water leak, **we** will not replace the original surface.

4.6 Access to your System

Unless otherwise specified in the **quotation**, the **quotation** does not include:

- gaining access to **your system** (material and labour), for example pipes or wiring buried in walls or 'built in' appliances; or
- lifting carpets or other flooring coverings that is required before **we** can commence any work and replacing them once the work is complete.

You may decide to call a specialist contractor to do this work for **you**. Alternatively it may be possible for **us** to do this work at an extra cost **we** will agree in advance.

4.7 Upgrades

Unless provided for in **your quotation**, **we** will not include the cost of any improvements which are needed to **your system** including the cost of a powerflush or any work needed to bring **your system** up to current standards.

4.8 Asbestos

We will not remove any dangerous waste such as asbestos, which could not have reasonably been foreseen when **we** gave the **quotation** and which **we** became aware of only when doing the **additional services** or providing the **warranty services**.

You may decide to call a specialist contractor to do this work for **you**; alternatively, it may be possible for **us** to do this work for **you** at an extra cost which **we** will agree in advance.

When **you** have had any asbestos removed, **you** must give **us** a clean air certificate before **we** do any further work at the **premises**.

4.9 Health and safety risks

We will not begin or continue with the **additional services** or **warranty services** where **we** reasonably consider that there is a health and safety risk, including the presence of dangerous materials, infestations, or harassment of our staff (including verbal or physical abuse). **We** will not start work again until there is no longer a health and safety risk and may (at **our** sole discretion) cancel this agreement.

4.10 Third party rights

Nobody other than **you** will be able to **benefit from this agreement, which** cannot be passed to someone else without **our** written confirmation.

5. Specific Exclusions – System Improvements

5.1 Adequate gas supply

You will be responsible for ensuring that before **we** start the additional services, there is an adequate gas supply to **your premises**. If necessary, **we** can put **you** in touch with a gas transporter to arrange this.

5.2 Subsequent faults and damage

Where **we** need to connect new equipment to **your system**, **we** will not accept liability for the cost of repairing or

replacing parts of **your** existing **system** which subsequently develops faults in the **system** unless **we** have been negligent in not realising that such damage may occur or the way **we** did the work caused the fault.

5.3 Water supply and pressure

We will not accept liability where **your system** does not function properly because **your** water supply becomes inadequate or the water pressure is variable.

5.4 Appliance flues

Unless otherwise specified in the **quotation**, repairing or replacing appliance flues is not included. There will be an extra charge for cleaning blocked flues which **we** will agree with **you** before commencing the **additional services**

6. Using your personal information

Except for clause 6.7, this clause applies to personal information **we** hold about individual people, people registered as sole traders, and partnerships. It does not apply to information **we** hold about companies and other organisations.

6.1 We and our agents may use **your** information to do the following:

- a) Provide **you** with the services **you** have asked for (which may include loyalty and incentive schemes **we** may run).
- b) Offer **you** accounts, services and products from **us** or **our** partners. To help **us** make these offers **we** may use an automated scoring system, which also uses information from credit-reference agencies as well as other companies.
- c) Help run, and contact **you** about improving the way **we** run, now and in the future, any accounts, services and products **we** have provided.

- d) Create statistics, test computer systems, analyse customer information, create profiles and create marketing opportunities (including that **we** have undertaken services for **you** and using information about what **you** buy from **us** and how **you** pay for it, for example, the amount of gas **you** use and any discounts **we** have offered **you**).
- e) Help prevent and detect debt, fraud and loss.
- f) Help protect **you** and members of **your** family or household's health, safety and security.
- g) Help train **our** staff.
- h) Contact **you** in any way (including by email, phone, text or multimedia message or other forms of electronic communications) about products and services **we** and **our** selected partners are offering.
- i) **We** may also monitor and record any communications we have with **you**, including phone conversations and emails, to make sure **we** are providing a good service and meeting **our** regulatory and legal responsibilities.

6.2 When **we** contact **you**, **we** may use information **we** hold about **you** to do so. **We** may contact **you** by email, phone, text message or other forms of electronic communications or by visiting **you**. If **we** are contacting **you** to tell **you** about any offers, **we** will, as far as possible, do this in line with how **you** have told **us** **you** would prefer to receive marketing information (**your** recorded marketing preferences), **you** can ask us not to send **you** any information on **our** offers at any time by contacting **us** and giving **us** **your** account details.

6.3 **we** may allow other people and organisations to use information **we** hold about **you** (including other Centrica Group companies, such as those using the British

Gas, Scottish Gas and Dyno Group brands):

- a) to provide services **you** have asked for, which may include providing information to members of **your** family or household, anyone acting on **your** behalf or other people who may be interested (such as landlords or letting agents);
- b) as part of the process of selling one or more of **our** businesses;
- c) to help to prevent and detect debt, fraud or loss (for example by giving this information to a credit-reference agency, which is described in more detail below);
- d) if **we** have been asked (for example by Ofgem or a lawyer) to provide information for legal or regulatory purposes;
- e) as part of current or future legal action;
- f) as part of government data-sharing initiatives, for example those designed to help stop fuel poverty (where people cannot afford to pay for heating and electricity);
- g) to help manage any loyalty or rewards schemes;
- h) if **you** hold an insurance policy with **us** or any of **our** affiliated companies, to pass information to an insurer to manage **your** insurance policy (including underwriting and claims, to help develop new services and to assess financial and insurance risk); or
- i) if **you** do not pay **your** debt, **we** may transfer **your** debt to another organisation and give them details about **you** and that debt.

6.4 Other people or organisations that **we** share information with may be based overseas, outside the European Economic Area (EEA). As a result, **your** information may be transferred to countries that do not have the same standards or protection for personal information as the UK. However, how **we** collect, store and

use **your** personal data will continue to be governed by this privacy statement.

6.5 If **we** suspect someone has committed fraud or stolen energy by tampering with the meter or diverting the energy supply, **we** will record these details on **your** account record and may share this information with Ofgem and other people who are interested (such as other energy suppliers, landlords and housing associations). **We** may use this information to make decisions about **you**, **your** character, how likely we think **you** are to pay for **your** gas or electricity (or both) and future energy services. This may include recording sensitive personal information such as criminal offences **you** have been accused of. Also if the gas or electricity supply to **your premises** has been previously tampered with or if gas or electricity has been stolen, or **we** suspect it has been stolen, **we** may take this into account when **we** decide what products or services **we** can offer **you** and the terms and conditions **we** give **you**.

6.6 **We** may pass **your** address, details of the **Premises** and postcode, and details of **your** gas appliances, flue, hot-water cylinder and system controls and electrical installations (including details of any repairs or removals) to organisations that supervise these activities, including GasSafe (previously CORGI) and the NICEIC (National Inspection Council for Electrical Installation Contracting).

These organisations may pass this information to local authorities to meet building regulations. They may also use this information to contact **you** to inspect appliances or systems, recall faulty products and carry out audits, and for health and safety purposes. Where appropriate, **we** will give **you** or the **premises** owner (or both) a certificate to show that **your** appliances and so on meet building regulations.

6.7 *This clause applies to individuals, sole traders and partnerships and to the directors of corporate organisations as well as limited companies and other corporate organisations*

We may check **your** details with one of more credit-reference and fraud-prevention agencies to help **us** make decisions about **your** ability to pay **your** bills and the goods and services **we** can offer **you**. Below, **we** give a brief guide to how **we**, the credit-reference and fraud-prevention agencies will use your information.

If **you** would like more information about this, **you** can find the full version at britishgas.co.uk/termsandconditions or, phone us on **0845 071 4444** and **we** will send **you** a leaflet.

a) **We** will search at credit-reference and fraud-prevention agencies for information about **you**, **your** business, any people **you** are applying with and directors of **your** business (if **you** are providing information about others on a joint application, **you** must make sure they agree that **we** can use their information to do this. If **you** give **us** false or inaccurate information and **we** suspect fraud, **we** will pass **your** details to credit-reference and fraud-prevention agencies. Law-enforcement agencies (such as the police and HM Revenue & Customs) may receive and use this information.

b) **We** and other organisations may also access and use information about **you** that credit-reference and fraud-prevention agencies give **us** to, for example:

- check details on applications **you** make for credit and credit-related services;
- check **your** identity;
- prevent and detect fraud and money-laundering;
- manage credit and credit-related accounts or services;
- recover debt;

- check details on proposals and claims for all types of insurance; and
 - check details of employees and people applying for jobs with **us**
- c) When credit-reference agencies receive a search from us, they will record this on **your** credit file whether **your** application is successful or not.
- d) **We** will send information on **your** account to credit-reference agencies and they will record it. If **you** have an account with **us**, **we** will give details of it, and how **you** manage it, to credit-reference agencies. If **you** have an account and do not repay money **you** owe in full or on time, credit-reference agencies will record this debt. They may give this information to other organisations and fraud-prevention agencies to carry out similar checks, find out where **you** are and deal with any money **you** owe. The credit-reference agencies keep records for six years after **your** account has been closed, **you** have paid the final debt or action has been taken against **you** to recover the debt.
- e) **We** and other organisations may access and use, from other countries, information recorded by fraud-prevention agencies.
- f) If **you** are a director of a company, **we** will contact credit-reference agencies to confirm that the residential address **you** provide is the same as that shown on the restricted register of directors' usual addresses at Companies House.
- g) If **you** want to see what information credit-reference and fraud-prevention agencies hold about **you**, **you** can contact the following agencies currently working in the UK. The information they may hold may not be the same, so it is worth contacting them all. They will charge **you** a small fee.

Call Credit

Consumer Services Team
PO Box 491
Leeds LS3 1WZ

Phone: 0870 060 1414

callcredit.co.uk

Experian

Consumer Help Service

PO Box 8000

Nottingham NG80 7WF

Phone: 0870 241 6212

experian.co.uk

Equifax Plc

Credit File Advice Centre

PO Box 1140

Bradford BD1 5US

myequifax.co.uk

Dunn and Bradstreet UK

Marlow International Parkway

Marlow SL7 1AJ

Phone: 0870 243 2344

dnb.co.uk

6.8 If **you** give **us** information on behalf of someone else, **you** confirm **you** have given them the information set out in this document, and that they have given permission for **us** to use their personal information to be used in the way **we** have described in clauses 7.1 to 7.2. If **you** give **us** sensitive information about **yourself** or others (such as health details or details of any criminal convictions of members of **your** household), **you** agree (and confirm that the person the information is about has agreed) that **we** can use this information in the way set out in this document.

You are entitled to have a copy of the information **we** hold on **you** and to have any inaccurate information corrected. **We**

may charge a small fee for providing a copy of any information **we** hold about **you**. For more information about this please contact:

Privacy Unit
Lakeside West
30 The Causeway
Staines TW18 3BY

Or **you** can email centricadataprotection@centrica.com

A Centrica Business – British Gas Business is a trading name of British Gas Services (Commercial) Limited. Registered in England No. 03584156 Registered Office: Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD.

Contact us

If there's a breakdown, **we're** available to call 24 hours a day on **0845 071 4444**.

To switch **your** gas and electricity call **0845 026 4659** (8.30am-5pm Monday to Friday, excluding bank holidays).

If **you** have a question or comment about British Gas CarePlan, call **us** on **0845 071 4444** or visit www.britishgas.co.uk/business.

If **you're** moving and want to take **your** British Gas CarePlan agreement with **you** call **0845 071 4444**.

For great value on a new energy-efficient boiler call **0845 071 4444**

If **you** smell gas telephone the free National Grid emergency service immediately on **0800 111 999**

Your call may be recorded and/or monitored for quality assurance and compliance purposes. 0845 numbers are charged at 4 pence per minute plus your telephone company's network charge.

A Centrica business A Centrica Business – **British Gas Business** is a trading name of British Gas Services (Commercial) Limited. Registered in England No. 03584156 Registered Office: Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD.

ADDITIONAL SERVICES COOLING OFF PERIOD CANCELLATION FORM

FOR CONSUMERS ONLY

If **you** want to cancel this **agreement** during **your** cooling off period **you** can do so by returning this form. **You** can email or post the form to the address provided. can also call us on **0845 071 4444**.

To: British Gas Services (Commercial) Limited,

 Bradmarsh Business Park,

 Rotherham,

 West Yorkshire

 S60 1BY

I wish to cancel my **agreement** for the **additional services**, and understand that if I am cancelling the **agreement** after work has started, I will be charged any reasonable costs incurred by **British Gas Business** for:

- any work already carried out, or
- any goods already installed into my Premises.

Name

Address

Signature

Date