

These terms & conditions set out the agreement between Us and You in respect of the Cover Home Shield will provide to You.

HOME SHIELD

is a care and service product and is **NOT AN INSURANCE POLICY**



In order to enter into this Agreement, you must be the legal home owner, the Property must be located within the UK, and Your Property must contain an Approved Appliance.

Section 1 – Definitions

Agreement - These terms & conditions and your Contract together, form the Agreement. The Agreement is governed by the laws of England and Wales.

Contract - The document signed by You stating the Monthly Price, Contract Period, Approved Appliance details and any non-standard terms.

Approved Appliance - An appliance (usually Your main heating system) that has been assessed and approved on behalf of Us as being suitable for Home Shield Cover. The make, model, and any other relevant details will be noted on Your Contract.

Monthly Price - The price of the monthly cover you have chosen, as set out in Your Contract

Contract Period - The 12-month period following start date or renewal of Contract

Start Date - The date your 12-month Contract Period begins

Renewal / Renew - When your Contract Period is up, You will automatically continue into a new 12-Month Contract Period unless you cancel in line with the terms laid out in this document.

End Date - the last day of your 12-month Contract Period

GoCardless - Our third party Direct Debit mandate partner.

Your/You - The home owner(s) who have entered into the Agreement and are named within the Contract

Us/We/Our - Home Shield as provided by E Dugdale Sons & Grandson Ltd

Property - Your Home including any outside spaces up to the property boundary.

Your Home - Your domestic dwelling to which the Agreement refers, including any garages physically attached to the property, but excluding any other out-buildings, permanent or temporary unless otherwise stated on Your Contract.

Annual Gas Safety Inspection and Service - The annual safety inspection and service of your boiler

Emergency - Where an issue arises with plumbing, draining, heating, hot water, or electrical installation that, if left to be rectified within standard operating hours, may cause extensive damage to your home, or pose a risk to your health or the health of a permanent resident in the property. Or if you are a Vulnerable Customer as defined in this document.

Standard Operating Hours - Mon - Fri 8am - 5pm excluding Bank Holidays

Call Out Hours - 365 days a year outside of Standard Operating Hours

Call Out Charge - The charge for each standard call out of £30. These call outs are limited only by the Maximum Charge within the Contract Period and are payable at the time of arranging an appointment.

Mislead Charge - A charge of £100, in addition to the Call Out Charge if our engineers are purposely misled about the presence of an Emergency as defined above, or about Vulnerable Customer status.

Vulnerable Customer - A permanent resident of Your Home who is either; Over the age of 70, has a child under

three years of age, or has a medical condition that would pose a risk to life if left until Standard Operating Hours. We require You to register as a Vulnerable Customer when signing Your Agreement, or to inform us of any changes. If You are not registered as such before an Emergency Call Out, We may require evidence of your status to avoid the Emergency Call Out Charge.

Plumbing - Hot and cold water pipes, from Your mains stopcock inside Your Home to all fixed outlets within, up to connection with domestic appliances, outside taps within the Property, toilet syphons and ball valves, overflow pipes and cold water storage.

Sub-Contractor - A qualified third party contracted to carry out work on behalf of Home Shield

Draining - Within Your Property the foul waste drainage pipes. Shared drainage is excluded.

Heating System - Your Approved Appliance, controls, radiators, pipework and valves. Gas Fires are EXCLUDED from Home Shield Cover, however pipework leading up to the connection of Gas Fires within Your Home are covered.

Hot Water - Any approved appliance designed to deliver hot water

Beyond Economical Repair - A repair to anything covered by us, where the cost of the repair would outweigh the cost of the item.

Electrical - The 240v Electrical Installation within Your Home including fuse-boxes, wall sockets, and lighting points, beyond Your electricity suppliers meter. Domestic appliances, whether permanently wired or not are EXCLUDED.

Maximum Charge - £1000 during any Contract Period (inc. VAT) to cover parts & labour. Call out charges are not included in this figure.

Minimum Charge - The remaining amount due under Your Agreement if cancellation is requested outside of 14 days, OR the costs of work already delivered under Your Agreement charged at E Dugdale Sons & Grandson Ltd standard rates, whichever is the lesser amount.

Your plan will cover parts, labour and repairs up to a maximum of £1000 per year including VAT on all plans

Section 2 – Approved Appliance – What’s Covered, Exclusions & Restrictions

INCLUDED	EXCLUDED
<p>An Annual Gas Safety Inspection and Service of Your Approved Appliance (if a service kit is required it can be supplied at cost price)</p> <p>Repair and maintenance of Your Approved Appliance as noted on Your Contract</p> <p>Repairs of all controls associated with your Approved Appliance. (dependant on plan chosen)</p> <p>All pipework related to your Approved Appliance (dependant on plan chosen)</p> <p>Standard radiators</p> <p>Standard radiator valves</p> <p>Any pumps, isolations and cylinders related to your Approved Appliance</p>	<p>Replacing Your Approved Appliance if it is deemed Beyond Economical Repair. If this is the case a quotation for a discounted replacement will be offered</p> <p>Removal of sludge or lime-scale from the system or problems arising from this</p> <p>Pre-existing faults or design faults not disclosed on original survey</p> <p>Repairs due to intentional or accidental damage by You or a third party</p> <p>Designer radiators, valves or controls</p> <p>Cosmetic/decorative repairs due to necessary work unless the repair is due to engineer negligence</p> <p>Standard user maintenance such as topping up pressure, bleeding radiators, resetting timers, replacing batteries</p> <p>Wet underfloor heating systems</p>

Section 3 – Plumbing & Drainage - What’s Covered, Exclusions & Restrictions

INCLUDED	EXCLUDED
<p>Repairs to your hot and cold water pipes from the mains position inside your home to any outlet (including garden tap) and up to the connection with the flexible pipes on your domestic appliances</p> <p>Repairs to hot and cold water pipes, water storage tank, standard ball valves and toilet syphon</p> <p>Repairs to leaking overflow pipes and burst pipes due to cold weather</p>	<p>Blockages caused by foreign objects and collapsed drains</p> <p>Repairing or unblocking drains shared with another property</p> <p>De-scaling of pipes or the replacement of consumable items</p> <p>Repairing or replacing taps, shower heads, pumps and mixer valves & power showers</p> <p>Sanitary wear, shower enclosures & trays</p> <p>Thermostatic/electric showers</p>

Section 4 – Electrical - What’s Covered, Exclusions & Restrictions *(continued over)*

INCLUDED	EXCLUDED
<p>Repairs to electrical fixtures, light switches, fixtures, isolations switches and security lighting</p> <p>Permanently installed electrical wiring within your property</p> <p>Repairs to fuse boxes, circuit breakers and transformers</p> <p>Immersion Thermostats</p>	<p>The replacement of consumable items, including but not limited to light bulbs, decorative and fluorescent tube light fittings, fuses in plugs, transformers controlling multiple low voltage fittings or plug casings</p> <p>Telephone wiring and mains wired doorbells</p> <p>Energy generating systems including: wind turbines, solar panels, air conditioning units and their parts</p>

Section 4 (Continued) – Electrical - What’s Covered, Exclusions & Restrictions

INCLUDED	EXCLUDED
<p>Transformers controlling single low voltage fittings</p> <p>Diagnosis & disconnection of domestic intruder alarm systems.</p> <p>Decorative Light Fittings.</p> <p>Electric Gates / Electric Garage Doors</p> <p>Battery operated Smoke Detectors</p>	<p>Repairs to Domestic Intruder Alarm Systems or CCTV</p> <p>Dry underfloor heating systems</p> <p>Electrical systems and wiring connected to ponds, aquariums, pools or fish tanks, including water pumps</p>

Section 5 - Your rights – Data Protection, Renewal & Complaints

5.1 Your personal details will be stored and protected in line with the Data Protection Act 1998 and will be used only by Home Shield/E Dugdale Sons & Grandson Ltd. We may contact You for marketing and feedback purposes. Your personal information and data is never shared or sold to any third parties.

5.2 Following acceptance Your Contract will automatically Renew at the end of your 12-month Contract Period for the following 12 months. If you wish to cancel at the end of the Contract Period, please inform us in writing at 16 Anchorsholme Lane East, Thornton Cleveleys, FY5 3QL or email us at info@homeshieldcover.com 30 calendar days before the end date. If Your Contract is not accepted by Us for Renewal we will inform you in writing before your End Date.

5.3 Should you have a complaint about the service you receive from Us or about work delivered by Us please inform Us in writing within 28 calendar days. Complaints received after this time will not be considered. We will endeavour to respond to your complaint in writing within 14 calendar days. Where this is not possible we will write to you with an expected time frame. Your statutory rights are not affected.

5.4 If you remain unhappy following our internal review of your complaint Gas Safe or the ECA may be able to look at the complaint for you. In other circumstances We will appoint an independent alternative dispute resolution company.

5.5 We reserve the right to terminate Your Contract at any point in the Contract Year.

Section 6 – Your responsibilities

6.1 It is Your responsibility to ensure that We can gain access to Your Home at the pre-arranged time. The Call Out Charge is payable for each visit, and will become due again should we be unable to gain access to the property, for reasons beyond our control.

6.2 It is also Your responsibility to ensure that your home is a safe environment for Our engineers to attend. Pets should be secured when appropriate and the area to which access is required should be hazard free as far as is reasonable.

6.3 Our engineers are entitled to work without fear or

intimidation. Physical or verbal intimidation will not be tolerated under any circumstances. If Our engineers deem it necessary, they will terminate the appointment as soon as it is safe to do so whether the work is completed or not. If Our engineers terminate an appointment under this term, any further work required will be at Your own cost. We reserve the right to cancel this Agreement with immediate effect under this term, with payment becoming due at E Dugdale Sons & Grandson Ltd's standard rate, for the service(s) carried out, less any monthly payments received under the Agreement (call out charges already paid are not included in this calculation).

Section 7 – Making payments & missed payments

7.1 Payments are collected through a third party secure payment portal (GoCardless.com) and can be collected on either the last day or first day of the month. Further information regarding the terms of service for GoCardless can be found at <https://gocardless.com/legal/customers/>. The Annual Gas Safety Inspection and Service will be arranged once the first instalment has been collected. This will be within 1 month of the first payment date and Subject to availability.

7.2 Should a missed payment be recorded on your account, We will suspend the provision of cover after 7 days. Should payment not be received after 14 days, any work delivered under the Agreement will become liable for payment in the form of an invoice. The charges will be at E Dugdale Sons & Grandson Ltd's standard rate for the service(s) carried out, less any monthly payments received under the Agreement (call out charges already paid are not included in this calculation)

If 3 or more late / non-payments are recorded on the account within the Contract Year then the agreement can / may be terminated.

Sections 8 & 9 overleaf

Section 8- Cancellations & Moving Home

8.1 You have 14 calendar days from the day after your contract is signed and accepted to cancel. Should you wish to exercise the right to do so, please contact us in writing at 16 Anchorsholme Lane East, Thornton Cleveleys, FY5 3QL or email us at cancellations@homeshieldcover.com. If you need to cancel within the 14 days, any work delivered up to the point of cancellation will be charged at the standard rates of E Dugdale Sons & Grandson Ltd.

8.2 Any monies received as part of your Agreement up to the point of cancellation will be refunded or deducted from the amount due for works delivered if applicable (call out charges already paid are not included in this calculation). Cancellations outside of the 14 Days are accepted at the discretion of Home Shield.

8.3 If you move home during Your Contract Period, Home Shield will endeavour to transfer Your Agreement to Your new Property. However, if this is not possible (for example if the heating system would not be approved) then the minimum charge will become due.

Section 9 - Miscellaneous

9.1 From time to time We may offer special discounts and incentives to new and existing customers. These will be noted separately in Your Agreement before signing, and are at the discretion of Home Shield.

9.2 If You ask Us to carry out any work outside of this Agreement, it will be charged at the standard rate of E Dugdale Sons & Grandson Ltd.

9.3 No cash alternative is available for maintenance or repairs.

9.4 In some circumstances it may become necessary to disconnect the gas supply to Your Property for safety reasons under Gas Safety Installation and Use Regulations 1998. If this happens Our engineers will ensure You are fully informed of the situation.

9.5 From time to time it may become necessary for Home Shield to subcontract work to third parties from Our Approved Sub Contractors list.



Affordable: Fixed prices - no hidden charges. Local: Family business established over 75 years.
Simple: Call 01253 852776 24/7 365 days a year.