



OVO Boiler Repair Terms and conditions

Last updated: September 2019

1. OUR CONTACT DETAILS

These terms set out how we'll carry out the work we've quoted you for and govern the terms of your contract with us. You must be over 18 to enter into this contract or accept a quote. Any reference to **we, us, our** or **OVO** is OVO Energy Ltd. (company number 06890795). Our address is 1 Rivergate, Temple Quay, Bristol BS1 6ED.

2. Our partner - CORGI HomePlan Ltd.

- 2.1 As well as OVO, another company within the OVO group is mentioned in these Terms and Conditions – CORGI HomePlan Ltd.
- 2.2 CORGI HomePlan Ltd. helps us to provide you with the OVO Boiler Repair service as follows:
- (a) CORGI HomePlan Ltd. operate a network of engineers who are all fully qualified and Gas Safe registered;
 - (b) When you register for a boiler repair, your contact data (your name, email address, postal address, phone number, and any other relevant information we need in order to contact or identify you) and information relating to the works at the property will be shared by us with CORGI HomePlan Ltd.;
 - (c) CORGI HomePlan Ltd. will arrange for one of their approved subcontractor engineers to undertake the boiler repair at the property; and
 - (d) CORGI HomePlan Ltd. will communicate with you, including phone conversations and emails, to provide the OVO Boiler Repair service to you.
- 2.3 CORGI HomePlan Ltd. will therefore process your data in line with their own Privacy Policies which you can find [here](#).

3. Eligibility

You will be eligible for the OVO Boiler Repair service if you subscribe to OVO Beyond. If you don't subscribe to OVO Beyond, you're not eligible for the OVO Boiler Repair service.

4. Who will carry out the works?

One of CORGI HomePlan Ltd.'s approved subcontractor engineers will undertake the boiler repair at the property. We are responsible for the engineer who carries out these works. The approved subcontractor engineers have been carefully selected to make sure they provide a great level of service. They carry photo I.D. so that you can be sure you are dealing with an approved engineer.

5. What is included?

- 5.1 Our repairs to your boiler and/or central heating system are intended to rectify your loss of heating and/or hot water following a failure or breakdown.
- 5.2 In addition, your quote does not include:
- (a) any additional work that was not included in your quote, as a result of incorrect or untrue information that you provided to us or where information is missing;
 - (b) the cost of removing any dangerous waste materials, such as asbestos, or any materials that we couldn't reasonably identify when we gave you your quote. You can call a specialist contractor to remove dangerous materials or we may be able to arrange for them to be removed at an extra cost. When asbestos is removed, you will need to show us a 'site clearance for reoccupation' certificate before we can continue to work at your property;

5. WHAT IS INCLUDED	WHAT IS NOT INCLUDED
Repairs to boiler and integral controls	Repairs to radiators and valves
Repairs to thermostats, including smart thermostats and frost thermostats	Repairs to feed and expansion tank
Repairs to circulating pump	Repairs to hot water cylinder and immersion
Repairs to motorised valves	Repairs to pipes and fittings
Repairs to time clock or programmer	Powerflushing or chemical flushing to remove sludge, scale or debris
Repairs to magnetic filters (or replacement of)	Repair or replacement of extended flue systems
Repairs to condensate lift pumps	Moving the location of or upgrading your boiler, any pipework, or flue systems to meet current standards and/or building regulations
Repairs to primary flue and draught diverter, any flue or flue terminals under 1 metre in length	Repairs required as a result of sludge, limescale or debris
	Repairs or work required to frozen condensate pipes
	Secondary pumps or boosters
Parts costing up to £175 (including VAT).	Parts costing in excess of £175 (including VAT). See section 6 in the event that parts cost in excess of this.
A heating engineer spending up to 2 hours at your property.	A heating engineer spending more than 2 hours at your property. See section 6.3 if the engineer's assessment finds that the repair needs more than 2 hours of work.

- (c) lifting carpets or other floor or wall coverings before we can start work, or replacing them once we've finished. You can call a specialist contractor to do this work or we may be able to do it for you at an extra cost; and
 - (d) any cost for you to redecorate, repair or restore certain areas once the work is completed.
- 5.3 Works will be carried out between 0800 and 1800, Monday to Friday excluding bank holidays, unless we notify you otherwise.
 - 5.4 We only supply new parts sourced from the original manufacturer, or from a manufacturer approved or reputable trade supplier. For safety reasons we will not fit any parts sourced by you.
 - 5.5 We are only able to provide our services in mainland Great Britain and are unfortunately unable to perform any work in Northern Ireland or any non-mainland islands.

6. Price and Payment

- 6.1 The price stated in your quote includes VAT.
- 6.2 If we identify that additional work is required that was not included in your quote, and we are able to carry out the additional work, we will inform you of the costs in advance and you have no obligation to continue with the work if you do not wish to pay them. We may need to arrange for additional work to be undertaken at another time.
- 6.3 If the engineer's assessment finds that the repair needs more than 2 hours of work, or requires parts costing in excess of £175 (including VAT), we will provide you with a quote for the additional costs before any works commence. Work beyond 2 hours will be charged in half-hourly increments at £30 per half hour (including VAT). We will charge the difference in value of the parts beyond £175 (including VAT).
- 6.4 If a repair is underway and further work is identified which you do not wish to pay for, our engineer will leave the boiler/central heating system in a safe state.
- 6.5 If you do not accept the quote for the supplementary works, you can ask us to:
 - (a) provide a refund of your payment for the original quote; or
 - (b) allocate your payment already made under the original quote as a contribution towards a new boiler, to be provided to you through CORGI HomeHeat Ltd. (a member of the OVO group of companies). This will only be available against a boiler purchased through CORGI HomeHeat Ltd. and may not be used in conjunction with any other offers.

7. Technical Assumptions

- 7.1 We offer our repair services on the assumption that your boiler/central heating system:
 - (a) is for domestic use only;
 - (b) is connected to mains natural gas;
 - (c) has an output range of under 45kW and is not rated as a commercial boiler by the manufacturer;
 - (d) is not a warm air central heating system;
 - (e) is not an electric boiler or electric heating;
 - (f) is not part of an underfloor heating system; and
 - (g) is not a back boiler.
- 7.2 You are asked the make and model of your boiler when booking your repair. If we attend your property and find that you have provided inaccurate or no information about the make and model of your boiler, which would have allowed us to decline the works without attending your property, we may charge you £60 (including VAT) to cover our engineer's time.

8. Permissions and Consents

- 8.1 You confirm that you either own or live in the property and you have permission to enter into this contract. You may need additional permissions e.g. if you don't own the property, you may need your landlord's or local council's permission to carry out the work.
- 8.2 It's your responsibility to get any permission needed for the work. You'll be responsible for any losses or costs we suffer if claims are made against us for work carried out without the proper permission.

9. Access

- 9.1 You agree to provide safe access to your property to carry out the works, at the date and time agreed between us and you. Either you, or somebody else who can give instructions on your behalf (and is 18 years or over) must be present at all times.
- 9.2 If you do not allow us access to your property to perform the services as arranged (and you do not have a good reason for this) we may charge you additional costs incurred by us as a result. If, despite our reasonable efforts, we are unable to contact you or re-arrange access to your property we may end the contract.
- 9.3 We'll take reasonable care to carry out the works without causing unnecessary damage to the property. We are not responsible for the costs of any material or labour needed to gain access to your boiler/central heating system, or for making good any damage caused to gain access. We are not responsible for the cost of repairing any pre-existing faults or damage to your property that we discover while providing the services.

10. Delays

- 10.1 We'll aim to start the work on the time and date we agreed with you when you complete the booking journey. However, there may be circumstances outside of our control that prevent us keeping to such timescales. We will contact you as soon as possible to let you know if there is a delay and rearrange the appointment with you.
- 10.2 We'll do our best to complete the works promptly, but we're not responsible for delays where:
 - (a) additional work which is not set out in your quote, as listed in Section 5, is required;
 - (b) our engineer is not given safe access;
 - (c) something happens beyond our control;
 - (d) there's a health and safety risk to our engineers (we won't start or continue any work at your property until it's resolved); or
 - (e) the information you have given us is incorrect.

11. Guarantee

We guarantee to fix any faulty work that we've done for 30 days from the date we did the work. We guarantee to replace any faulty parts we've supplied for 12 months from the date we did the work. This doesn't affect your statutory rights under the Consumer Rights Act 2015 and any laws that replace it. If you want independent advice about your rights, you can speak to Citizens Advice or Trading Standards.

12. Faults we cannot repair

If our engineer is unable to repair your boiler/central heating system due to no fault of your own, or we deem the boiler to be uneconomical to repair (i.e. the repair would cost more than 75% of a replacement boiler), you can request either:

- a full refund of your payment of your quote; or
- that your payment made under the original quote is allocated as a contribution towards a new boiler. This will only be available against a boiler purchased through CORGI HomeHeat Ltd. (a member of the OVO group of companies), and may not be used in conjunction with any other offers.

13. Unrelated faults

Our repairs are intended to fix a recent loss of heating and/or hot water following a failure of your boiler or central heating system. We won't be responsible for faults that are deemed as pre-existing before we gave you a quote, faults which we've told you about on a previous visit, or faults which are incidental or unrelated to the recent loss of heating and/or hot water.

14. New Boilers

Separate terms and conditions will apply in the event that you need a new boiler and we will tell you if that is the case.

15. Termination

15.1 You can cancel your contract at any time within fourteen days from the date you accept the quote. This is your 'cooling off' period. You can ask us to start work before the cooling off period ends, but if you then cancel after we've started the work, we'll charge you for the work we've already done.

15.2 To cancel, you can phone us on 0800 011 3824 or fill out the cancellation form below and post it to us.

16. Your Personal Information

16.1 We recommend that you read our Privacy Policy, to understand how we collect and use your personal data and your data protection rights. Please see our Privacy Policy which you can find [here](#).

16.2 CORGI HomePlan Ltd. will also process your data in line with their own Privacy Policies which you can find [here](#).

17. Complaints

17.1 To make a complaint:

- Call us on 0800 032 0657;
- email us at customercare@corgihomeplan.co.uk; or
- write to us at OVO Boiler Repairs, c/o CORGI HomePlan Ltd, 1 Masterton Park, South Castle Drive, Dunfermline, Fife, KY11 8NX.

17.2 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. In addition, please note that disputes may be submitted for online resolution to the European Commission Online Dispute Resolution platform. Visit ec.europa.eu/consumers/odr

17.3 Our contract is governed by the laws of England and Wales. If there is any dispute between us, it will be dealt with by the courts of England and Wales if your property is in England or Wales, and by the courts of Scotland if your property is in Scotland.

18. Changes

OVO reserves the right to amend these Terms and Conditions. Any amendments will be published on OVO's website. But these changes will not affect you if you have already accepted a quote by making payment to us.

Cancellation Form

To OVO Boiler Repairs, c/o CORGI HomePlan Ltd., 1 Masterton Park, South Castle Drive, Dunfermline, Fife, KY11 8NX (Number: 0800 011 3824, Email: admin@corgihomeplan.co.uk):

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract of sale of the following goods [*]/for the supply of the following service [*],

Ordered on [*]/received on [*],

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date

[*] Delete as appropriate

