

WE'RE HERE

HEATING · COOLING · RENEWABLES

YOUR HOME. YOUR TEAM.



HERE ALWAYS

YOUR HOMECARE SUMMARY

New membership

CUSTOMER FIRST NAME

[First name]

CUSTOMER SURNAME

[Surname]

COVERED PROPERTY

[Full address and postcode]

COVERED APPLIANCE

[Type, make, model and serial number]

AGREED PRICE - INCLUDING VAT

£ [Staff-entered amount]

PAYMENT FREQUENCY / METHOD

[Monthly / Annual] · [Direct Debit / Card]

COVER START / MINIMUM TERM ENDS

[Start date] / [Minimum-term end date]

FIRST PAYMENT / 12-MONTH TOTAL

[Collection date] / £ [Total incl. VAT]

SELECTED BOLT-ONS

[None, or bolt-on, appliance/zone, price and dates]

WHAT YOUR MEMBERSHIP INCLUDES



Heating & boiler

Annual service and eligible heating repairs.



Plumbing & internal drains

Eligible internal plumbing and drain repairs.



Home electrics

Eligible fixed wiring and consumer unit repairs.



Your team

48-hour Grade A attendance target, including eligible out-of-hours. WhatsApp support.

5 FREE DIAGNOSTICS + 5 REPAIRS WITH PARTS & LABOUR / YEAR

Counted separately. One fault = one repair job; same-fault returns and workmanship callbacks add no repair job.

First 3 months: £250 including VAT across all eligible repairs combined. Resets on an upgrade. Extra work is quoted separately.

Term and renewal: 12-month minimum; automatic annual renewal. Prices and terms change only at renewal, with at least 30 days' notice. You can decline renewal.

Limits: Excess diagnostics are charged at the standard rate. Repairs beyond the allowance are quoted. Existing faults and other exclusions apply; cylinders need a bolt-on. Read with the supplied full terms.

Cancellation: 14-day statutory cooling-off plus the stated contractual extension. Later early cancellation may incur remaining payments less saved costs, as set out in the terms.

YOUR CONFIRMATION

- ☐ I am responsible for this membership and authorised to agree it.
- ☐ I accept this summary and the supplied Core Terms and applicable Schedules.

Signature: [Customer signs]

Signed: [Date and time]

Agreement: [Reference] · Terms: [Exact version / issue date] · Signing IP: [Captured on signing]

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