



## Homeserve Price Match Promise

### Terms & Conditions

We believe that all our products offer excellent value for money and that our prices are among the lowest you will find for how comprehensive they are.

**However, if, while researching your purchase, you find a similar product cheaper on the Homeserve website, we will beat the price providing, in our opinion, the following conditions are met:**

- We will match the following prices as they are the most similar:
  - ie.
    - Homeserve's Gas Boiler Breakdown Cover = Your Boiler
    - Homeserve's Gas Central Heating Cover = Your Heating
    - Homeserve's Plumbing, Heating & Electrics Cover = Your Home
- The price match products are for similar products only - for the avoidance of doubt, our products are not insurance products but maintenance plans. This means that our products are not exactly the same as products offered by some of our competitors
- The price must be the monthly price inclusive of VAT and any additional charges.
- This must be the normal monthly price of the product, i.e.
  - It isn't the result of a membership/personal discount, and
  - It isn't a rebate or a benefit from the Homeserve Price Match Promise.
- The alternative product must currently be available.
- The Price Match Promise only applies to products available in mainland UK, i.e. excluding Northern Ireland.
- You must provide sufficient information to enable us to verify the price ourselves, e.g. a link to the product page on the relevant website showing the price of the product).
- A Price Match Promise cannot be used in conjunction with any discount or promotional items e.g. Cashback sites.
- If there are pricing errors on the Homeserve site that are clearly pricing errors, these will not be matched.
- These terms & conditions do not affect your statutory rights.
- Business trade customers are excluded from the Price Match Promise.
- Hometree reserve the right to withdraw our Price-Match Promise at any time, without notice.

**To make use of the Price Match Promise or for more information, please call our Customer Success team for free on 0800 368 9881.**





Please note that we reserve the right not to uphold our Price Match Promise if doing so would result in Hometree making a loss. The Price Match Promise will not be applied retrospectively to orders already placed.

