



British Gas & HomeServe Renewal Price Match Promise

Terms & Conditions

These Terms & Conditions govern the British Gas & HomeServe Renewal Price Match Promise (hereinafter referred to as the "Price Match Promise") offered by Hometree (hereinafter referred to as "we" or "us").

1. Price Match Promise Overview

1.1 We believe that all our products offer excellent value for money, and our prices are competitive for the comprehensiveness of our services.

1.2 Under the Price Match Promise, we commit to matching the renewal price of British Gas or HomeServe insurance products if certain conditions, as outlined below, are met.

2. Eligibility Criteria

2.1 We will match prices for products that are most similar to those offered by British Gas and HomeServe. As an example, for British Gas, these include:

- Homecare 1/ Basic (our equivalent plan is Your Boiler)
- Homecare 2 / Essential (our equivalent plan is Your Heating)
- Homecare 4 / Complete (our equivalent plan is Your Home)

2.2 For HomeServe, this includes:

- Gas Boiler (our equivalent plan is Your Boiler)
- Gas Boiler & Heating (our equivalent plan is Your Heating)
- Heating, Plumbing & Electrics (our equivalent plan is Your Home)

2.3 The price match is applicable only to insurance products that are similar in nature.

2.4 The matched price must represent the monthly fee inclusive of IPT and any additional charges.

2.5 The matched price must be the standard monthly rate for the product and should not result from membership or personal discounts, rebates, or benefits from the Hometree Price Match Promise.

2.6 The alternative product for price matching must be currently available to purchase on the British Gas and HomeServe website.

2.7 All decisions regarding price matching rest solely at the discretion of Hometree.

2.8 Price matching is limited to a maximum 20% discount, therefore the Hometree price must be no greater than 20% less than the advertised renewal price from British Gas or HomeServe.

2.9 The Price Match Promise is applicable only to British Gas Home Care or HomeServe Boiler cover and heating breakdown insurance products sold in mainland UK, excluding Northern Ireland.

2.10 To enable us to verify the price, you must provide adequate information, such as a clear and dated copy of your renewal letter.

2.11 The Price Match Promise cannot be used in conjunction with any other discounts or promotional items, including cashback offers.

2.12 Pricing errors on the British Gas or Homeserve websites that are clearly identified as such will not be matched.

2.13 These terms & conditions do not affect your statutory rights.

2.14 Business trade customers are excluded from the Price Match Promise.

3. Amendment and Termination

3.1 Hometree reserves the right to withdraw, cancel, suspend, or amend the Price Match Promise at any time, without prior notice.

4. Price Match Promise Application

4.1 To avail of the Price Match Promise or for further information, please contact our Customer Success team at no cost by calling 0800 368 9881.

5. Discretionary Exception

5.1 The Price Match Promise will only apply to insurance products for new sales made after 16 October 2023 date.

These Terms & Conditions are effective as of **16th October 2023**, and any updates or revisions will be communicated accordingly.