



Hometree

Cover Match Guarantee

Terms & Conditions

These Terms & Conditions govern the Cover Match Guarantee (hereinafter referred to as the "Guarantee") offered by Hometree (hereinafter referred to as "we" or "us").

1. Guarantee Overview

1.1 We firmly believe that all our products provide exceptional value for money and offer the most comprehensive coverage in the market.

1.2 Under the Guarantee, we commit to rewarding you with a £50 gift card if you are making a claim and identify a major provider covering something that we do not, subject to meeting the conditions outlined below. Gift cards will be sent to the customer within 90 days of the Hometree cover plan commencement date.

2. Eligibility Criteria

2.1 We will match products that are most similar to those offered by British Gas and Homeserve. 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 To be eligible for the Guarantee, you must be a Hometree customer with an active Hometree Cover Plan.

2.4 The matched products must be like-for-like insurance products only.

2.5 The alternative product for matching must be currently available.

2.6 All decisions regarding product matching rest solely at the discretion of Hometree.

2.7 The Guarantee is applicable only to British Gas HomeCare products or HomeServe Boiler cover and heating breakdown insurance products sold in mainland UK, excluding Northern Ireland.

2.8 You must provide sufficient information to enable us to verify the terms. This may include providing a copy of the Terms and Conditions of the alternative provider.

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

2.10 Business trade customers are excluded from the Cover Match Guarantee.

3. Amendment and Termination

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

4. Guarantee Application

4.1 To make use of the Cover Match Guarantee or for more information, please contact our Customer Success team on 0330 912 4843

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