



Hometree

REPAIR & PROTECT

T E R M S & C O N D I T I O N S





REPAIRS

What's included

We will send an engineer to repair any breakdowns related to the below – all labour and parts included:

✓ **Boiler**

Repairs to a single natural gas boiler in your home.

✓ **Flue**

Repairs to the flue including the flue terminal, up to three metres in length.

We will arrange a replacement of the existing flue, including the flue terminal if we are unable to repair it.

✓ **Controls**

Repairs to the controls that make the boiler work, including the programmer, any thermostats, motorised zone valves and central heating pump.

We will arrange replacement controls if our engineer advises that we are unable to repair.

✓ **Gas Supply Pipe**

Repairs to the gas supply pipe – the pipe that connects your gas meter to your gas appliances.

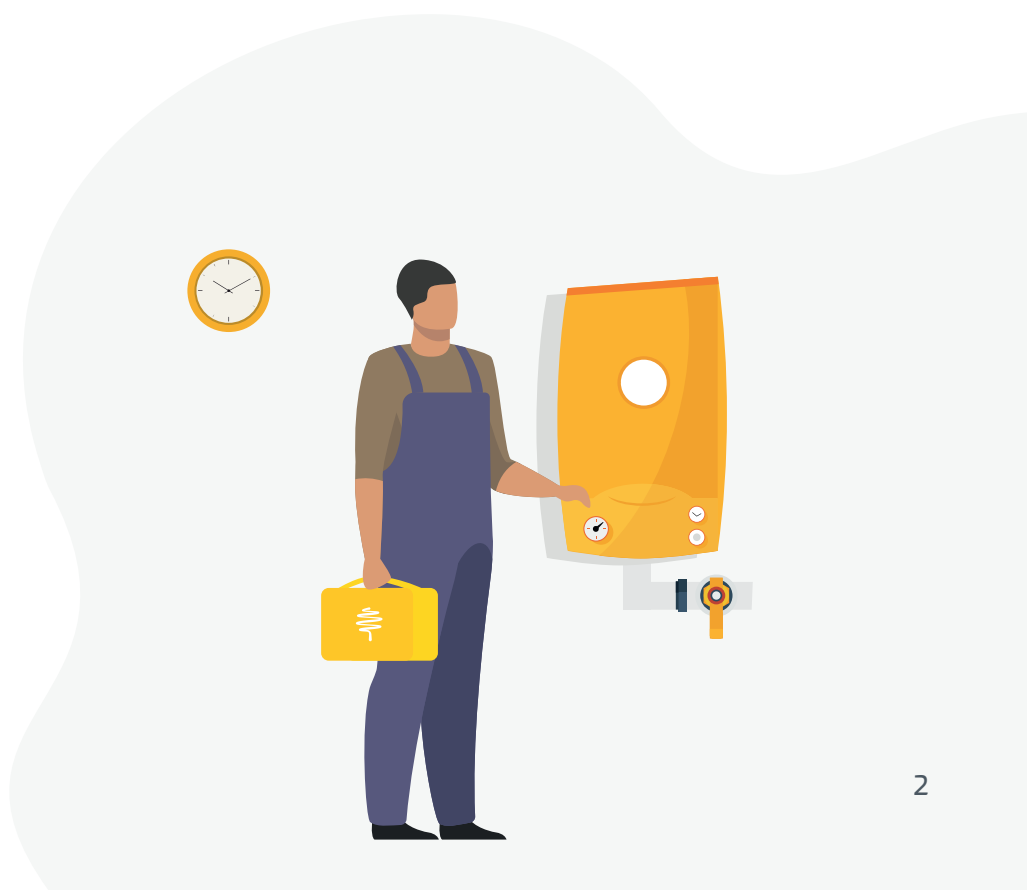
We will arrange a replacement gas supply pipe if our heating engineer advises that we are unable to repair.

✓ **Wider Central Heating**

Repairs to:

- Expansion tank, radiators, bypass and radiator valves.
- Hot water cylinders and any immersion heater and its wired in timer switch.

The pipes that connect the central heating system, for example, the pipes that connect to your radiators or cylinders.





REPAIRS

✓ Plumbing

Repairs to the plumbing system in your home including:

- Your hot and cold-water pipes between your internal stopcock up to but not including your taps, garden taps or the flexible pipes to your kitchen appliances
- Cold water tanks, toilet siphons, isolation, ball, and radiator valves
- Your water supply pipe from the boundary of your property to your home

We will arrange a replacement of the plumbing parts if we are unable to repair it.

✓ Drains

Repairing and unblocking internal drains to restore flow, including toilets. Unblocking external drains to restore flow as long as it is within the boundary of your property to your home.

✓ Home Electrics

Repairs to the mains electrical system and wiring in your home including:

- The fuse box, light fittings, switches, sockets, isolation switches and your immersion heater timer switch
- Extractor fans up to 15 cm in diameter
- Doorbells and smoke alarms that are connected to
- Outside lighting as long as it's fixed to your home or outbuildings and fitted less than three metres above ground.

Claims Limits

The £90 repair fee is non-refundable unless our engineer cannot fix the issue. In this case, we will refund you £90 and advise you regarding the next steps. This product has a claims limit of £500 for the initial repair. We will always tell you if we think that this is going to be the case.





Protection Plan

Maintenance contracts

Your contract

Once we have fixed the issue you will be signed up to a 12-month home care contract. This will cover you for 12-month worth of repairs for your boiler, heating, plumbing, drains and home electrics (depending on the level of cover you choose).

Full terms and conditions for your specific maintenance plan can be found at

<https://www.hometree.co.uk/cover-terms-and-conditions.html>

Cancellation Charges

Please note that this is a 12 month contract and therefore there are cancellation charges if you wish to cancel before the 12 months. The cancellation charges are as follows:

- If you haven't had a repair yet you are free to cancel and we will refund you any payments you have made. This includes if we came out to diagnose the issue but we weren't able to repair it. This is your cooling off period.
- Once you have had a repair, your cooling off period expires. Then you will need to pay the remaining balance of your contract if you want to cancel. For example, if you have 5 months left of your contract you will need to pay an amount equivalent to 5 outstanding payments.

