



24|7 HOME  
RESCUE

One-off Boiler Repair

## Terms & Conditions

## Welcome to 24|7 Home Rescue

### TERMS AND CONDITIONS

Thank you for choosing 24|7 Home Rescue. We believe in affordable products, easy to understand language and great customer service.

These terms and conditions are designed to be easy to understand, and represent the legal agreement between you and us. Please spend some time reading through this document so you'll know what's included in your agreement and what you're paying for.

All documents and communication with you will be in English.

### MAJOR EMERGENCIES

Major emergencies which could result in serious damage, injury or threat to life should be immediately advised to the public emergency services and/or your utilities (gas, electricity, water) supply company.

If you think you have a gas leak you MUST immediately call the National Gas Emergency Service on 0800 111 999. The National Gas Emergency Service will attend your property and isolate the leak.

#### Our Postal Address

24|7 Home Rescue Ltd, Parkhill Business Centre, Padiham Road, Burnley, BB12 6TG

#### Our E-Mail Addresses

General Enquiries:  
[customerservice@247homerescue.co.uk](mailto:customerservice@247homerescue.co.uk)

#### To Make a Complaint:

[complaints@247homerescue.co.uk](mailto:complaints@247homerescue.co.uk)

#### Personal Information & Privacy Enquiries:

<https://247homerescue.co.uk/privacy-policy/>

#### Our Phone Numbers

Customer Helpline: 0345 3192 247  
Claims Helpline: 0345 0774 177  
To reschedule a repair: 0345 3192 247  
To arrange a boiler service: 0345 0774 177  
To make a complaint: 0345 3192 247

#### Our Website

<https://247homerescue.co.uk/>

*If you require these terms & conditions in an alternative format, for example large print or braille, please contact us.*

### ONE-OFF REPAIRS

Should a Breakdown arise, we can arrange for an Approved Engineer to attend your home and effect any repair that is required.

We will discuss your one-off repair with you to ensure you are satisfied with our charges for the repair.

If you choose this service, the cost is a one-off payment which will be taken prior to deployment of our Approved Engineer. This one-off payment includes all parts and labour.

We reserve the right to reject a repair if we aren't able to repair your boiler. In this instance we will refund your payment in full.

This 24|7 Home Rescue agreement is bound by the laws of whichever country the property included in your agreement is based in.

### WHAT IS INCLUDED / NOT INCLUDED

Your one-off repair only includes repairs already agreed with us prior to the engineers visit. Any other unrelated issues will not be covered, and you are required to advise us of these prior to the engineer's attendance to your property.

Once an engineer attends your property to complete one off repair, it may transpire additional works are required to complete your repair. Unless there is a prior agreement for the specific work to be completed, the additional works will not be included.

We may be able to do this for you at an extra cost which you will be responsible to pay for in advance.

BER -Boilers have a working life of, usually, 7 to 20 years. Their value reduces over time. If, after an engineer visit and assessment repair costs are more than the current value of the boiler, we won't carry out a repair.

We aren't able to cover the following boilers or boiler types:

- Potterton Powermax;
- Ferroli;
- Thermal Store systems;
- Boilers that contain storage vessels;
- Warm air units;
- Keston boilers manufactured before July 2019;
- ATAG;
- Dual-purpose boilers such as AGA & Rayburn;
- Combined heat and power systems.

#### Mainland United Kingdom

The one-off repair is only available to residents in mainland England, Wales, and Scotland.

### CANCELLING

You have 14 days to cancel your one-off repair. This 14-day period is your cooling-off period which will begin from the day your one-off repair is accepted.

Please note once we've started the job then you will no longer be able to cancel it and liable for any cost as a result.

If you have purchased the Heating Care 12-month policy alongside your one-off repair and choose to cancel the policy after the repair and within the 12-month period, you will be expected to repay the remainder of the balance due to us having deducted the monthly payments you have made to date.

### WORKING CONDITIONS

We won't start or continue doing any work in your home if it is believed that there's a health and safety risk. This can include (but not limited) to the following: hazardous chemicals, pest infestations, verbal or physical abuse, or harassment.

We will not be able to return to your property until the health and safety risks have been removed.

If there is asbestos in your property, you'll need to arrange and pay for someone else to remove it and give you a Certificate of Reoccupation which you'll need to show us before we will attend your property.

### RESCHEDULING

Please provide at least 24 hours' notice of your intention to reschedule. You may incur a fee if you do not inform us in a timely manner.

It is your responsibility to ensure that we can access your property. If we cannot access your property, we will not be able to complete the one-off repair and you will be required to contact us to reschedule a visit.

### OUR GUARANTEE FOR OUR WORK

If a part we have supplied is confirmed as being faulty by the manufacturer or its approved supplier within 12 months of our engineer installing it, we'll replace it without charge.

### DAMAGE

We'll take all reasonable steps to avoid damaging your property during a one-off repair. Occasionally there may be some unavoidable damage. We'll only compensate you for damage caused by wilful negligence.

If you experience any faults to your hot water and central heating system which developed after we have carried our works to the same, we will not be responsible for the costs of repairing any faults you develop unless the faults are a result of negligence.

### EXCEPTIONAL CIRCUMSTANCES

In exceptional circumstances, such as extreme weather or government restrictions, we may need to reschedule your repair or boiler service. We'll try to inform you of any rescheduling as quickly as possible but in some circumstances, we'll be unable to inform you until the scheduled date of our visit. We'll try, at all times, to minimise inconvenience to you.

### PRIVACY

We are committed to safeguarding your privacy and keeping your personal information/data secure. Any personal information/data you supply to us will be treated and handled in accordance with the corresponding data protection legislation.

You can find our Privacy Policy here:  
<https://247homerescue.co.uk/privacy-policy/>

Any personal information/data supplied by you will be used in accordance with our Privacy Policy.

We will make all reasonable efforts to ensure that your personal information/data is safeguarded. However, if you have any specific concerns about the handling of your information, please do not hesitate in contacting us by email at [privacy@247homerescue.co.uk](mailto:privacy@247homerescue.co.uk) or by telephone on 01254 928 667.

### HOW TO MAKE A COMPLAINT

It's our intention to give you the best possible service but if you have any questions or concerns about your agreement or the handling of a claim, you can contact us by post, e-mail or by phone

For our full complaints procedure please visit:  
<https://www.247homerescue.co.uk/complaints-procedure>  
The complaints procedure is in addition to your statutory rights as a consumer.