

Guscott™
Heating Services
Care Plans

Our Care Plans

Welcome to hassle-free heating

01634 477023
admin@guscottheating.co.uk
www.guscottheating.co.uk

MCS CERTIFIED

GAS safe™



Ecologi | climate positive workforce | 3k+ trees

Since 2019 we've helped plant over 3,500 new trees!

Good for the pocket. Good for the planet.

Trustpilot

Google Reviews

facebook

Here when you need us the most

Guscott™
Heating Services
Care Plans

When your boiler stops working, or a leak catches you off guard, you don't just need help — you need it fast, from someone you trust.

That's exactly why we created our Care Plans.

Our Care Plans give you reliable protection for your home's heating and hot water system, with ongoing servicing, speedy repairs and the peace of mind that comes from knowing a friendly, local expert is always just a call away.

So put the kettle on, relax, and let our experienced team take care of the rest.

Trustpilot

Top rated and reliable – we're rated 4.9 stars on Trustpilot.

No.1 'Boiler and Heating Installer' in the South East
Energy Efficiency Awards

Your trusted local heating & renewables specialists

We're Guscott Heating Services, proudly serving Kent and Medway since 2017.

Our mission is simple: to help homeowners lower their bills, reduce their carbon footprint and enjoy reliable, energy-efficient heating they can feel good about.

With us, you're not just choosing a Care Plan.

You're choosing a local business that puts customers first, cares about the environment, and prides itself on being there when you need us most.



TRUSTMARK
Government Endorsed Quality

Which? Trusted Trader

Kent County Council
TRADING STANDARDS CHECKED
Trader ID K0926

Before your cover

Before entering a service plan with us, it's important that you've read the following information to ensure you're making an informed choice.

Is your boiler in need of repair?

First Time Fix and Cover Plan

If you are not on another cover plan, you can benefit from our first-time fix and cover plan for a £228.00 (inclusive of VAT) charge.

This covers a first fix on your boiler, including parts and labour, as well as a boiler service.

Beyond Economic Repair (BER)
If the boiler repair is more than 50% of the cost to replace it and is over 7 years old, it will be deemed as beyond economical repair and will not be eligible for the plan.

We will then give a quotation for a new boiler. If the boiler is deemed to be unsafe, due to the installation not complying to the current gas regulations, we will give a quote to bring up to standard. We will require this work to be completed before any repairs are carried out. If the plan is cancelled within 12 months of the repair, the customer will be liable for the cost of the initial repair and servicing costs.

If the boiler is on a reduced parts lists (parts are no longer available), we will class as BER and quote for a new boiler.

If the fault is due to sludge/magnetite within the system, this will not be covered, and a quotation will be given to clean the system and remove any dirt.

If we are unable to carry out the works or take the boiler onto the contract, the £228.00 (inclusive of VAT) is non-refundable but will be discounted on the new boiler quotation.

Haven't been serviced by us recently?

If you haven't had your heating system serviced by Guscott Heating Services within the last 12 months, or we haven’t installed your system, we'll need to carry out an eligibility visit before your cover begins. This gives our engineers the chance to assess the condition of your system and make sure we can provide you with the best possible cover from day one.

The eligibility visit is charged at £120 (inc. VAT) for customers within the ME postcode area. Customers outside of this area will be provided with a quote prior to the visit being booked. In both cases, your first month's Direct Debit payment will be offset against the cost of the visit.

If our engineer identifies any pre-existing faults during the visit, we'll provide a quote to resolve them before your cover plan is activated. The eligibility visit fee is non-refundable, but will be discounted from any repair quote we provide.

Once the visit is complete and your system is confirmed as eligible, your cover will begin and your plan payments will continue as normal.

Our Plans

Designed to give you peace of mind around the clock

Our thorough annual checks help stop small issues becoming big, expensive problems — because when it comes to heating your home, prevention is always better than cure.

And with every visit carried out to the highest standard by our Gas Safe team, you can relax knowing expert help is always just a phone call away should you need it.

All plans include **unlimited repairs**, **free parts** and **labour**.

PLAN FEATURES & COST

	BoilerCare	SystemCare
Boiler service	✓	✓
Gas safety certificate (landlord only)	✓	✓
Boiler & controls	✓	✓
Central heating		✓
	£19.00 per month (incl. VAT)	£29.00 per month (incl. VAT)
	£228.00 per year (incl. VAT)	£348.00 per year (incl. VAT)

Boiler Service & Gas Safety Certificate

What's covered?

✅ An annual service on your gas boiler.
✅ A visual inspection of your gas meter, gas pipework and any gas appliance(s).
✅ Certificate for your gas meter, gas pipework and any gas appliance(s) installed at the property, which we'll email to you or your tenant (if you're a landlord).

What's not covered?

❌ Repairs or a replacement of your gas meter, gas pipework or any gas appliances.
❌ The cost of re-inspecting any of the failures detailed on your Gas Safety Certificate.
❌ Tests to appliances not provided, or identified, by the landlord as requiring testing.
❌ Tests to appliances where we can't gain access to the electrical connection point.

Boiler & Controls

What's covered?

✅ Repairs to a single, natural gas boiler in your property, that's designed for home use, not commercial use with a capacity of no greater than 70kW.
✅ Repair of controls that make the boiler work including the programmer, any thermostats, motorised zone valves and central heating pump.
✅ Repairs to the flue including the flue terminal, up to one metre in length.
✅ A replacement boiler, if your current boiler cannot be repaired and is less than 7 years old at the time of your claim. The only exclusion to this is if your boiler caught fire or exploded providing we have carried out your annual service since you joined a Guscott Maintenance Plan.
✅ A replacement of the controls that make your heating work if we cannot repair them.
✅ A replacement to the flue including the flue terminal, up to one metre in length.

What's not covered?

❌ Boilers that are in need of repair or replacement at the time of sign up.
❌ Fixing your showers, their parts and shower pumps.
❌ Damage caused by limescale, sludge or other debris.
❌ Underfloor heating and their associated controls.
❌ Repairing or replacing the flue including the flue terminal for any open flued appliances or if the flue is over one metre in length, unless we installed it.
❌ Repairing or replacing any network hub, smart speaker or voice controlled device.
❌ Replacing or topping up your system inhibitor unless we've removed it.
❌ Any part of your boiler and controls which directly supplies a swimming pool.
❌ Repairing or replacing your central heating system unless applicable.
❌ Repairing or replacing your central heating system without heating cover.
❌ Repairing or replacing air or ground source heat pumps.
❌ Issues relating to resetting your controls or replacing your batteries for your controls.

Central Heating

What's covered?

✅ Repairs to Cylinders and any immersion heater and its wired-in timer switch.
✅ Repairs to the heat and hot water system on your property including expansion tank, radiators, bypass and radiator valves.
✅ Repairs to the pipes that connect the central heating system.
✅ Replacement of parts of your central heating system if we can't repair them.

What's not covered?

❌ Central heating that is in need of repair or replacement at the time of sign up.
❌ Fixing your showers, their parts and shower pumps.
❌ Damage caused by limescale, sludge or other debris.
❌ Underfloor heating and their associated controls.
❌ Repairing or replacing taps.
❌ Replacement of curved or designer radiators.
❌ Repair or replacement of electrical elements in radiators.
❌ Replacing or topping up your system inhibitor unless we've removed it.
❌ Any part of your boiler and controls which directly supplies a swimming pool.

Terms & Conditions

1 Definition and Interpretation

1.1 In these Terms and Conditions, unless the context otherwise requires, the following expressions have the following meanings: “Consumer” is as defined in the Consumer Rights Act 2015; “Equipment” means the boiler and/or central heating system and/or plumbing system to be serviced by us as listed in the Contract in addition to new or replacement equipment or parts supplied by us in our provision of the Services.

“First Service” means our first visit to you after you enter a cover contract with us, to check and confirm whether we can cover you. “Materials” means the materials required for the provision of the Services which we will supply, where applicable, as specified in the Quotation. “Property” means the building, including any attached garage or conservatory, where the Services are to be carried out. “Repair” means to fix your Equipment following a fault or breakdown; “Replace” means us replacing your Equipment or parts with a standard alternative. We will provide replacements with similar functionality but not necessarily an identical make, model, or type of fitting; “Services” means the services including but not limited to powerflush, boiler repair, installation, or boiler services to be provided by us to you as detailed in clause 5 below; and “Service Fee” means a fixed sum to be paid by you to us for the Services, in accordance with the Contract.

1.2 Unless the context otherwise requires, each reference in these Terms and Conditions to:

1.2.1 “writing” and “written” includes emails and text messages.

1.2.2 “you” and “your” means the Consumer or business customer named in the Contract, together with anyone that normally lives at the Property, including any tenants. Only the person(s) named in the Contract can amend or cancel it.

1.2.3 “Contract” is a reference to the Maintenance contract entered into between you and us which incorporates, and is subject to, these Terms and Conditions.

1.2.4 “Terms and Conditions” is a reference to these Terms & Conditions as may be amended or supplemented at the relevant time.

1.2.5 any reference to “working days” means Monday to Friday, 8 am – 5.00 pm, excluding public holidays.

1.2.6 a statute or a provision of a statute is a reference to that statute or provision as amended or re-enacted at the relevant time; and

1.2.7 a clause is a reference to a clause of these Terms and Conditions.

1.3 The headings used in these Terms and Conditions are for convenience only and shall have no effect upon their interpretation.

1.4 Words imparting the singular number include the plural and vice versa.

2 Quotations

2.1 You can place an order for Services by phone on 01634 477023, by emailing admin@guscottheating.co.uk, or directly via our website. Please ensure that you have checked your order carefully before entering your Direct Debit details, which confirms your order and begins your Direct Debit payments.

2.2 By placing an order with us, you are accepting these Terms and Conditions, and a legally binding Contract will be formed.

2.3 Our Quotation is based on the information you provide to us at the time we prepare it. Should any errors or discrepancies become evident which affect our order value, we reserve the right to adjust it.

2.4 Our Quotation is based on our Services being carried out during normal working hours (Monday to Friday, 8 am – 5.30pm excluding public holidays). Works required outside of these hours will incur additional costs.

2.5 We do not include cover for any pre-existing faults or design faults from when your Equipment was installed or added to your Contract that we have previously told you about and you have not fixed, or that we could not reasonably have been expected to know about.

3 The First Visit and Eligibility

3.1 Your Direct Debit is set up and your first payment is taken at the point you sign up for the Plan.

3.2 Where you have not had your Equipment serviced by Guscott Heating Services within the 12 months immediately preceding your sign-up date, or your Equipment was not originally installed by Guscott Heating Services, an eligibility visit will be required before your cover begins. This allows our engineer to check that your Equipment is on our approved list, estimate its age, and confirm it does not have any pre-existing faults.

3.3 For customers with a property in the ME postcode area, the eligibility visit is charged at £120 inc. VAT. For customers outside this area, a quotation will be provided prior to the visit being booked. In both cases, the payment taken at sign-up under clause 3.1 will be deducted from the cost of the eligibility visit, with the remaining balance payable on the day of the visit.

3.4 Your cover will not begin until the eligibility visit has been completed and your Equipment has been confirmed as suitable for cover. Your Direct Debit payments will continue on their normal monthly schedule from the point of sign-up, regardless of whether the eligibility visit has yet taken place.

3.5 If, following the eligibility visit, we determine that your Equipment is not eligible for cover, we will refund the payment taken at sign-up under clause 3.1 in full. The remaining eligibility visit fee (i.e. any amount paid on the day of the visit) is non-refundable, but will be discounted from any repair quotation we provide.

3.6 If we find that your Equipment is not on our approved list or has a pre-existing fault, we will provide you with a quotation setting out what needs to be done and how much this will cost. We will not begin your cover until this work has been carried out, by us or a qualified third party, and eligibility re-confirmed.

3.7 We reserve the right to refuse to provide cover to you for any other reason, at our discretion. Where we do so, any payment taken at sign-up under clause 3.1 that has not been used to offset an eligibility visit already carried out will be refunded in full.

4 Terms of Cover Plans

4.1 The Contract will begin on the start date specified in the Services Agreement and will continue for a minimum term of 12 months from that date. After the minimum term, the Contract will be automatically renewed and will continue a rolling monthly basis unless it is cancelled or terminated in accordance with clauses 9, 10, or 11 below.

4.2 After the expiry of the minimum term, we reserve the right to adjust our Service Fee and will give you no less than 60 days' notice of any price change, to allow you to cancel.

4.3 If the Property or any Equipment changes during the minimum term, or any renewed term, please notify us as soon as possible. The required changes will be added to the Contract at our discretion, and if we accept this, we will issue the amended Contract to you with notification of any revised Service Fee and payment terms. The Contract will not be deemed automatically to cover any additional Equipment that you may purchase (from us or a third party) during the term of the Contract.

4.4 If you move to a new Property, you need to tell us as soon as possible. We may start a new Contract, transfer your current Contract to your new address or cancel it, at our discretion.

5 Fees and Payment

5.1 The Service Fee is payable in accordance with the payment terms set out in the Contract.

5.2 If it is agreed in the Cover Plan, you may need to pay an excess each time we carry out a Repair that is not covered in the Service Fee. You will need to pay this upfront when the Repair

work is booked. If a further fault is reported that is related to one we have fixed in the last 6 months, you will not need to pay an additional excess, but we will decide at our discretion whether the fault is related to an earlier one.

5.3 We will quote for any additional Services you ask us to carry out that are not included in your Contract, and these will need to be accepted by you in writing before we can go ahead with the works.

5.4 If we send you an invoice, you must pay this within 7 days. If your payment is late, including if a Direct Debit payment does not go through on time, we may charge you interest for each day the payment is late, until we receive it. Interest will be calculated at 4% per annum above the Bank of England base rate. If your payment is late, we may also stop providing our Services to you until we have received them.

5.5 Prices may adjust to account for inflationary changes in operating costs. Inflation adjustments will be calculated based on the Consumer Price Index (CPI) or any other relevant inflation index as determined by Guscott Heating Services. Customers who do not wish to continue with their cover plans due to the inflation-adjusted prices have the right to cancel their plans without incurring any cancellation fees.

5.6 Prices may increase at the renewal date based on: appliance age, general usage, and material price increases. We will always contact you about any change to your price 14 days prior, in writing.

6 Services

6.1 We may instruct you to take reasonable steps to protect your property including, but not limited to, the removal of valuable and/or delicate items from areas where our work is to be carried out. We cannot be held liable for any damage which occurs because of your failure to follow such instructions.

6.2 If the Services require access to repair any Equipment under a floor or behind a wall, the Contract covers up to £1,000 for getting access and making good. We will not be responsible for any pre-existing damage or replacing any original surfaces including but not limited to tiles, floor coverings, or grass.

6.3 We will properly dispose of all waste that results from our rendering of the Services unless otherwise agreed.

6.4 When we begin our Services, we may discover that additional works are required due to, for example, unforeseen circumstances, legal requirements, or the discovery of asbestos-related materials within the area, and in this event, we will provide you with a further Quotation for the additional works within 7 days. If you do not accept the revised price or any proposed modifications within 14 days of this notification, the Contract between us will be cancelled. You will only be liable to pay for any works carried out by us up to the date of cancellation.

6.5 We will provide our Services in a timely manner and in accordance with industry best practice.

6.6 Where the Services are to last for more than one day, we will, where possible, leave the Property in a habitable state, tidy away any tools and Materials and ensure that disruption is kept to a minimum.

6.7 Central Heating Flushing - Please be aware that central heating flushing to remove debris from a central heating system can, on rare occasions, expose previously undetected faults, weak points, or breaches in the system. We cannot be held responsible for any such pre-existing conditions which might be revealed, or for any resulting damage which might occur unless we caused it.

6.8 Boiler and Boiler Parts - We reserve the right to make minor, non-aesthetic alterations to the specification of any Materials described in the Quotation without consulting you first.

6.9 The responsibility (also known as the "risk") for the Materials remains with us until they have been delivered to the Property, at which point it will pass to you. Once the risk in the Materials has passed to you, you are responsible for storing them safely and for insuring them against their full replacement value. You will only own the Materials once we have received payment in full for our Services in accordance with clause 4.

6.10 Where Materials have been supplied by us, we will provide a guarantee, which will be limited to the extent of the guarantee provided to us by the manufacturer's guarantee or warranty (if any). This is subject to payment having been received by us in full in accordance with clause 4.

6.11 Cover Plans If we receive a request for a call out in the event of a breakdown, we will respond to the call out within 3 working days. Should you deem the issue to be an emergency we endeavour to respond to you sooner than 3 working days however our vulnerability policy will be adhered to. We cannot guarantee we will be able to Repair the fault within this time, but we will keep you informed of progress throughout and will endeavour to provide a temporary solution if necessary.

6.12 From time to time, your Equipment may need permanent repairs, improvements, or system flushes that are not covered by your cover plan to keep working safely and efficiently. We will quote for these separately and if you do not wish to go ahead with the quote, then that Equipment will be removed from the Contract.

6.13 If, in our reasonable opinion, we consider that any Equipment cannot be repaired economically or any Equipment or parts become obsolete and we notify you of this, we will not be required to carry out any Services in relation to that Equipment and it will be deemed to be no longer listed under the cover plan.

6.14 When your annual service is due, we will send you an email, letter, text message, or call you to arrange it. We will try to get hold of you up to 3 times. If we do not receive a response, we will not make another attempt, but you can contact us at any time to arrange your annual service.

6.15 If we Replace any Equipment, the replacement we provide will have similar functionality but not necessarily the same features or an identical make and model or type of fitting. Alternatively, we can use a replacement part that you have bought yourself if we have first approved it.

6.17 Your Contract does not cover:

6.17.1 Any damage you or anyone other than us has caused. We may quote for the Repair or cancel your Contract.

6.17.2 The Repair or Replacement of any Equipment or parts that have been deliberately damaged or misused. We will use our expert judgement to determine how the damage was done.

6.17.3 Repairs or Replacement for minor cosmetic damage that does not stop your Equipment from working properly or make it unsafe, e.g., cosmetic scratches or rusting radiators.

6.17.4 Any damage that is caused by changes in, or problems with, the supply of your gas, water, or electricity. This includes, but is not limited to, parts needing to be replaced due to poor water conditioning.

6.17.5 Repairing or Replacing any damage caused by extreme weather, flooding, structural issues, fire, explosions, or any other damage that would normally be covered by household insurance.

6.17.6 Accommodation, expenses, or any costs if you need to leave your Property because of Equipment faults.

6.17.7 Improvements or upgrades, for example replacing working radiators or swapping radiator valves for thermostatic ones.

6.18 If we cannot turn off the external water supply stopcock to your Property to complete your Repair, it is your responsibility to get your water supplier to turn it off.

6.19 Where Equipment or parts have been supplied by us, we will provide a guarantee, which will be limited to the extent of the guarantee provided to us by the manufacturer's guarantee or warranty (if any). This is subject to payment having been received by us in accordance with clause 4.

6.20 Obsolete Parts and Beyond Economical Repair: In the event that required parts for your boiler are no longer available due to obsolescence, or if Guscott Heating Services determines that the cost of repair is not economically viable, your boiler will be deemed beyond economical repair. This assessment is at the sole discretion of Guscott Heating Services. In such cases, your policy may be cancelled, and you will be notified in writing. You will be offered a quote for a like-for-like boiler replacement. Any goodwill discounts or contributions toward a replacement will be offered entirely at our discretion.

7 Your Obligations

7.1 You will always provide us with access to the Property and the Equipment during which we reasonably require such access to provide the Services. We require a person over the age of 18 to be present at the Property while we carry out the Services.

If you are not at the Property when our engineer visits, you must make sure that there is someone else present who can give instructions to our engineer on your behalf.

7.2 If we are unable to gain access to the Property or the Equipment in accordance with clause 7.1, this will be considered an aborted visit and we will charge for this at our standard rate in place at the time. It will be your responsibility to rearrange our visit.

7.3 You will ensure that all Equipment is used in an appropriate manner and, where relevant, in accordance with all guidelines and instructions issued by us and the Equipment's manufacturer.

7.4 If your Equipment is covered by a third-party warranty, it is your responsibility to make sure that any Services we provide do not affect that warranty.

7.5 You will take all reasonable precautions to protect the health and safety of our employees, agents, and sub-contractors while on your Property.

7.6 If you rent out your Property, your tenants or your managing agents can call us directly to arrange an engineer's visit, providing you have given them permission to do so.

8 Liability

8.1 Subject to this clause 7, we will be responsible for any foreseeable loss or damage that you may suffer as a direct result of our breach of these Terms and Conditions or because of our negligence. Loss or damage is foreseeable if it is an obvious consequence of the breach or negligence or if it is contemplated by you and us when the Contract is entered. We will not be responsible for any loss or damage that is not foreseeable.

8.2 We accept no liability in respect of the following:

8.2.1 Damage due to causes beyond our control including, but not limited to, any event listed in clause 11.

8.2.2 Loss or damage to the Property or Equipment, where this is caused by you, or any third party not authorised by us.

8.2.3 Damage or deterioration arising out of normal wear and tear.

8.3 Nothing in these Terms and Conditions is intended to or will limit or exclude our liability for death or personal injury caused by our negligence or for fraud or fraudulent misrepresentation.

8.4 We will maintain suitable and valid insurance, including public liability insurance. Details are available on request.

8.5 We will not be liable to you for any loss of profit, loss of business, interruption to business, or for any loss of business opportunity.

8.6 We are not responsible for any pre-existing faults or damage in or to your Property that we may discover while providing the Services.

8.7 Nothing in these Terms and Conditions is intended to or will limit your legal rights as a Consumer under any consumer protection legislation, where applicable. For more details of your legal rights, please refer to your local Citizens' Advice Bureau or Trading Standards Office.

9 Cooling Off Period - Consumers Only

9.1 Where you are a Consumer, you have a statutory right to a cooling-off period. This period begins once the Contract is formed and ends at the end of 14 calendar days after that date.

9.2 If you wish to cancel the Contract within the cooling-off period, you should inform us immediately by post or email to the contact details provided to you.

9.3 You will meet the cancellation deadline if you have sent your cancellation notice before the 14 days have expired.

9.4 If you cancel within this period, you will receive a full refund of any amount paid to us in respect of the Contract, using the same payment method you used, unless you request otherwise. In any case, you will not incur any fees because of the refund.

9.5 If the start date for the works falls within the cooling-off period, you must make an express request for the Services to begin within the 14 days cooling-off period. By making such a request, you acknowledge and agree to the following:

9.5.1 If the Services are completed within the 14 days cooling-off period, you will lose the right to cancel once the works are completed.

9.5.2 If you cancel the Contract after the Services have begun, you will be required to pay for the Services supplied up until the point at which you inform us of your wish to cancel. The amount due will be calculated and refunded or deducted in proportion to the total quoted fee and the actual Services already provided.

10 Cancellation after the Cooling Off Period and for Non-Consumers

10.1 As detailed in clause 4, the Contract is for a minimum term of 12 months. If you are not a Consumer, or if you are a Consumer and you wish to cancel after the 14-day cooling off period detailed in clause 9, you will need to pay for, and the Services will continue, until the end of the 12-month period.

10.2 The Contract will then automatically renew on a rolling monthly basis, unless you contact us in writing to cancel, giving at least 30 days' notice of the cancellation.

10.3 If you cancel the Contract after the cooling off period and we have carried out any work for you, you will have to pay for the Services we have carried out, any Equipment and/or parts we have bought, and any costs incurred by us as a result.

11 Termination

11.1 We can terminate your Contract by contacting you in writing if:

11.1.1 You give us false information.

11.1.2 Your Equipment is not on our approved list, or we cannot source parts for it.

11.1.3 You fail to allow us access to the Property.

11.1.4 Our advice, repairs, and improvements are not undertaken.

11.1.5 You fail to pay the Service Fee to us by the due date.

11.1.6 You are abusive towards our staff.

11.1.7 Your Property is unfit or unsafe to work in; or

11.1.8 You demand services that do not form part of the Services, and which are not covered by the Contract.

11.2 If we terminate your Contract for any reason, you will have to pay for Services we have carried out, any Equipment and/or parts we have bought, and any costs incurred by us as a result.

11.3 Either you or we can terminate the Contract by contacting the other party in writing if the other party:

11.3.1 Materially breaches the Contract in any way and fails or refuses to remedy the breach within 14 days after receiving written notice to do so.

11.3.2 Goes into bankruptcy or liquidation (whether voluntary or compulsory) or if a receiver is appointed in respect of the whole or any part of its assets.

11.4 If the contract is terminated for any reason, this will revoke any contract service warranty that has been offered to you.

12 Contact Details

12 If you wish to contact us with questions or complaints, you may contact us by email at admin@guscottheating.co.uk

12.1 In certain circumstances you must contact us in writing. When contacting us in writing you may contact us by email or by pre-paid post at the address stated at the beginning of these Terms and Conditions.

13 How We Use Your Personal Information

13.1 All personal information that we may process will be collected, used, and held in accordance with the provisions of the General Data Protection Regulation 2016, the Data Protection Act 2018, and any amendments to them. For further information, please refer to the privacy policy on our website.

14 Other Important Terms

14.1 We may transfer (assign) our obligations and rights under these Terms and Conditions (and under the Contract, as applicable) to a third party (if for example, if we sell our business). If this occurs, we will inform you in writing.

14.2 Your rights under these Terms and Conditions will not be affected and our obligations under these Terms and Conditions will be transferred to the third party, who will remain bound by them. You may not assign your obligations and rights under these Terms and Conditions (or under the Contract, as applicable) without our written permission. The Contract is between you and us. It is not intended to benefit any other person or third party in any way and no such person or party will be entitled to enforce any provision of these Terms and Conditions.

14.3 Any part of these Terms and Conditions found to be unlawful, invalid, or otherwise unenforceable would be severed from our Contract. The validity and enforceability of the remaining parts of the Contract would not be affected.

14.4 If the rights under these Terms and Conditions are not exercised or enforced following a breach of contract by either party, this does not mean that either of us has waived our right to do so at a later date.

15 Governing Law and Jurisdiction

15.1 These Terms and Conditions and the Contract between us will be in accordance with the laws of England and Wales and any
dispute will fall within the jurisdiction of the courts of England and Wales.

For all enquiries, you may find the quickest and easiest way is to call the office on 01634 477023.

Our phone lines are open 08:30 – 5:30pm Monday – Friday.

Alternatively, you can email admin@guscottheating.co.uk, which is also monitored sporadically after hours.

We may record calls to help us improve our services.

I fully understand, accept, and agree to the following terms and conditions of this document in relation to my cover plan.

Name _____

I Agree ☐

Date _____ Signature _____
