



**Boiler Care**

**• Terms and Conditions**

Please keep this booklet in a safe place for future use



## About this booklet

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This booklet explains exactly what the products in your Boiler Care agreement do and don't cover, what to do if you want to make a claim, change or cancel your agreement or a product, and how to make a complaint.

It is important you read these terms and conditions carefully, together with your statement confirming the products you hold, as these form the basis of your agreement with us. If anything is not correct on your statement, or if you have any questions, please call us on 020 8102 9898

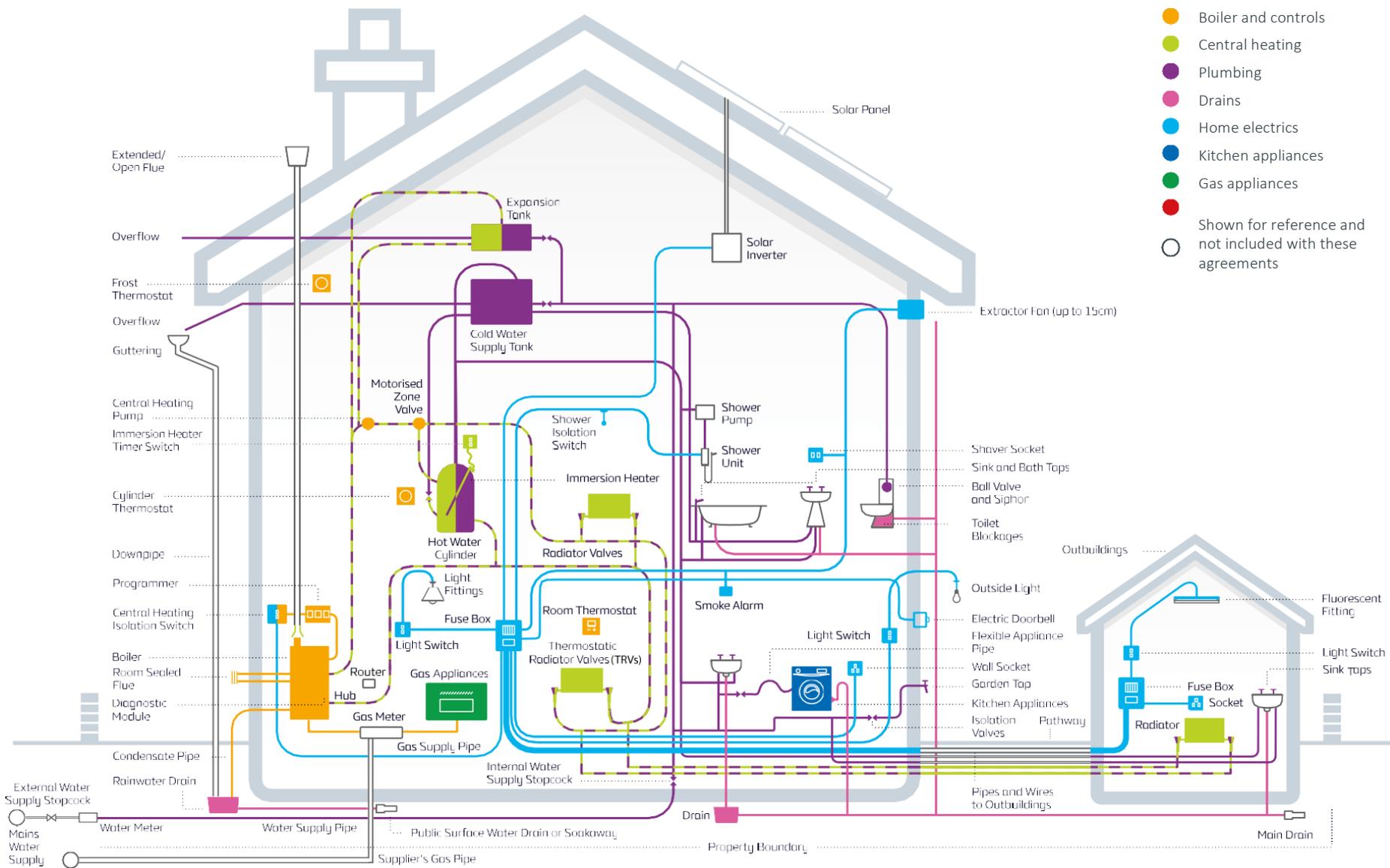
At Village Heating Ltd, we care about privacy and we protect your personal data. We want to be transparent about how we use your personal data, so before you read our Terms and Conditions, we want to point out that Village Heating Ltd is the data controller of your personal data. Although our Privacy Notice does not form part of the contract between you and Village Heating Ltd, we recommend that you read our Privacy Notice, to understand how we collect and use your personal data and your data protection rights. Please see our Privacy Notice at [villageheating.co.uk](http://villageheating.co.uk)

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# What we can look after



## BOILER AND CONTROLS

### WHAT'S COVERED

- All repairs to:
  - A single natural gas or Liquid Petroleum Gas boiler or warm-air unit on your property, that's designed for home use and has a heat output capacity of up to 70kW
  - The flue including the flue terminal, up to one metre in length
  - The controls that make the boiler work including the programmer, any thermostats, motorised zone valves and central heating pump; and
  - The gas supply pipe
- A replacement for your boiler if we can't repair it and:
  - It's less than seven years old
  - Or, it's between seven and ten years old, we installed it and it's been continuously covered by Village Heating Ltd under either a warranty or [HomeCare](#) agreement
- A replacement of the gas supply pipe and the controls that make your boiler work if we can't repair them
- A replacement of the flue including the flue terminal up to one metre in length if we can't repair it
- A first service or annual service
- Accidental damage

### WHAT'S NOT COVERED

- Damage caused by limescale, sludge or other debris, if we've told you before that you need to carry out repairs, improvements or a Village Heating Ltd Powerflush, or a similar process, but you haven't done so
- Fixing your showers, their parts and shower pumps
- Any controls designed specifically for underfloor heating
- Repairing or replacing the flue including the flue terminal for any open flued appliances or if the flue is over one metre in length
- Repairing or replacing any network hub, smart speaker or voice controlled equipment
- 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
- Resetting your controls or replacing the batteries
- Repairing or replacing your central heating system
- Repairing or replacing air or ground source heat pumps

## CENTRAL HEATING

### WHAT'S COVERED

- All repairs to the heat and hot water system on your property including:
  - Expansion tank, radiators, bypass and radiator valves
  - Warm-air vents
  - Cylinders and any immersion heater and its wired in timer switch; and
  - The pipes that connect the central heating system

### WHAT'S NOT COVERED

- Damage caused by limescale, sludge or other debris – if we've told you before that you need to carry out repairs, improvements or a Village Heating Ltd Powerflush, or a similar process, but you haven't done so
- Fixing your showers, their parts and shower pumps
- Repairing or replacing taps
- Any parts that are designed specifically for underfloor heating
- Supply 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 central heating which directly supplies a swimming pool

## ● Plumbing

### What's covered

- All **repairs** to the plumbing system on your **property**, for example:
  - your hot and cold water pipes between your internal stopcock up to, and including your taps and garden taps and the flexible pipes to your kitchen appliances;
  - the hot water **cylinder** and cold water tanks including immersion heaters, toilet siphons, isolation, ball and radiator valves; and
  - your water supply pipe from the boundary of your **property** to your **home**
- A **replacement** of parts that we can't **repair**. We will **replace** a pair of taps to a single item of **sanitary ware** where only one can't be **repaired**
- Accidental damage**

### What's not covered

- Showers and their parts, shower pumps, **sanitary ware**, spa baths, seals and grouting
- Radiators
  - Any parts that are designed to boost your mains water pressure
  - Water softeners, water filters and waste disposal units and taps that deliver boiling or filtered water
  - Water pipes between your **home** and any detached outbuildings on your **property**
  - Swimming pools, fountains, ponds or water features, garden irrigation systems, free standing garden taps and the water pipes running to or from them
- Rainwater pipes and guttering
  - Frozen pipes that need defrosting where there is no other damage
  - Any water supply pipe that doesn't supply your **home**
- Water meters
  - Plumbing in your outbuildings if the supply is provided by a separate mains connection than to your **home**
  - Repair** and/or maintenance of devices fitted to your plumbing system that are designed to assist in the detection of leaks

## ● Drains

### What's covered

- Unblocking **drains** to restore flow
- Repairing drains** where we deem the **drain** to be unserviceable to restore flow
- Repairing** leaks to waste water pipes and soil and vent pipes
- A **replacement** of parts that we can't **repair**
- Accidental damage**

### What's not covered

- Rainwater guttering and down pipes, manholes and their covers, soakaways, septic tanks, cesspits, drainage pumps, treatment plants and macerators and their outflow pipes
- Cleaning** and descaling your **drains**
- Shared **drains**

## ● Home Electrics

### What's covered

- All **repairs** to the mains electrical system and wiring on your **property**, for example:
  - the fuse box, **light fittings**, switches, sockets, isolation switches and your immersion heater timer switch;
  - extractor fans up to 15cm in diameter;
  - doorbells and smoke alarms that are connected to the wiring; and
  - outside lighting as long as it's fixed to your **home** or outbuildings and fitted less than ten metres above ground
- A **replacement** of parts that we can't **repair**
- **Accidental damage**
- **Repairs** to your electric vehicle charging unit, if we installed it, following breakdown, **accidental damage**, or damage caused by vandalism or theft

### What's not covered

- Electrical appliances, burglar alarms and camera systems
- Showers and their parts, shower pumps, cooker extractor hoods, storage and panel heaters, underfloor heating, swimming pools, controls, pumps, detectors, timers and programmers, electrical plugs, and solar panels and their inverters
- The electricity supply cable up to the fuse box or mains isolation switch if fitted
- Power cables between your **home** and any detached outbuildings, outdoor fittings or appliances on your **property**
- Electrics in your outbuildings if the supply is connected to a separate electricity meter than to your **home**
- Rubber or lead covered cables
- Complete system rewire
- Outside lighting not fixed to your **home** or outbuildings

## ● Gas Appliance

### What's covered

- All **repairs** to:
  - the gas appliance(s) shown on your **statement**; and
  - the room sealed flue up to one metre in length and the flue terminal
- A **replacement** if we can't **repair** it because it caught fire or exploded, providing you gave us access to carry out your **annual service** within every **period of agreement**
- An **annual service** (see page 28)
- A **replacement** of the room sealed flue up to one metre in length and the flue terminal if we can't **repair** it
- **Accidental damage**
- Costs of up to £500 for alternative accommodation and travel if your **home** is unfit to live in as a result of your gas appliance catching fire or exploding

### What's not covered

- **Repairing** or **replacing** open flues and their terminals or any flue over one metre in length
- Damage caused by limescale
- Flueless fires

## ● Kitchen Appliance

### What's covered

- All **repairs** to the kitchen appliance(s) shown on your **statement**
- A contribution towards a **replacement** if we can't **repair** it or we decide it will cost less to **replace** than to **repair**. We'll source the **replacement** from our approved supplier and make the following contribution based on their current retail selling price:
  - 100% if your appliance is less than three years old
  - 30% if your appliance is three years old or moreYou may be required to provide proof of purchase to help verify the appliance value
- You may use our contribution towards an alternative model of your choice from our approved supplier. There is no cash alternative
- **Accidental damage**

### What's not covered

- Anything that happens in the first 14 days of the **product** start date or the addition of a new appliance
- Wine coolers, cooker hoods and other extractor fans
- Disconnecting and disposing of your old appliance, or unpacking or installing new ones
- Any appliance(s) that weren't bought in the UK
- Any appliances(s) that weren't new when you bought them, unless they are appliance(s) that were in the **property** when you moved in
- Appliance(s) designed for commercial use

## GENERAL CONDITIONS

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### YOUR AGREEMENT

#### UK LAW

Your agreement is bound by the laws of whichever country the property included in your agreement is in – England and Wales, or Scotland.

#### ENGLISH LANGUAGE

Everything we write to you – including terms and conditions – will be in English.

#### ADDING NEW PRODUCTS

If you add any new products to your agreement during the period of agreement, we'll arrange it so that they all renew at the same time.

#### PRICES AND PRICE CHANGES

Your statement shows the price of your agreement. That price won't go up for the first 3-year period of agreement, unless you change your agreement, or products, or the Government changes the relevant tax rate. The price after 3 years may be increased. We'll always write to tell you about any change to your price.

#### PAYMENTS

You can pay for your agreement yearly by debit or credit card or Direct Debit – or monthly by Direct Debit. All of our prices include the relevant taxes at the current rate.

#### RENEWALS

We'll write to you at least 25 days before your agreement is due for renewal.

If you pay by Direct Debit, we'll keep renewing your agreement automatically, until you ask us to stop.

You acknowledge and agree that Village Heating Ltd may act on your behalf in arranging and administering the renewal of your agreement. Details of any charge for this activity will be included in your renewal letter.

#### OVERLAPPING COVER

If you have several different products, some parts of your system might be covered twice.

#### MANAGING AGENTS

We'll only provide the products to you and not to landlords or tenants and you must not resell or hold yourself out as a reseller of the products to landlords, tenants or anybody else.

You agree that:

Where you have insurance products you warrant that you'll have at all relevant times a managing agent insurable interest in the elements included in your agreement.

You'll indemnify us against all costs, expenses, losses, demands, amounts agreed upon in settlement and liabilities which we may suffer or incur arising

out of, or in connection with, complaints or claims which we receive from landlords, tenants or any other third party as a result of your failure to have, at all relevant times, a managing agent insurable interest in the elements covered by your agreement.

#### RECOVERING LOSSES CAUSED BY THIRD PARTIES

If you make a claim under your agreement or product you must, at our request and expense, do everything we reasonably require to enable us to recover losses we become entitled to from other parties, following our repair or replacement.

We may require you to carry out such actions before or after we carry out any repair or replacement.

## YOUR RESPONSIBILITIES

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### CHANGING YOUR ADDRESS

If you move to a new **home**, you need to tell us as soon as possible. We may start a new **agreement**, transfer your current **agreement** to your new address or if you ask us to, cancel it.

### KEEPING US UP TO DATE

It's your responsibility to keep us informed of any changes to your contact details including telephone number, address or email. If you change a boiler or appliance that's covered by us, you need to tell us the make and model of the new one, so we can check we can cover it. If we can't cover your new boiler or appliance we may need to cancel or amend your **product**.

You should also check to see whether you still need the same level of cover – for example, if your new boiler or appliance has a manufacturer's warranty.

### MISSING PAYMENTS UNDER YOUR AGREEMENT

Before we book your **repair**, or visit, we may ask you to pay any missing payments due.

### GETTING INTO YOUR PROPERTY

Our engineers will only work on your **property** if there's someone 18 years old or older there at all times during the visit. It's your responsibility to give us access to your **property**. If we can't get access, we won't be able to complete the work and it's then up to you to arrange another appointment.

If you don't re-arrange the appointment, your **agreement** will still continue.

After several failed attempts to get into your **property**, we may cancel your **agreement** but we'll let you know beforehand.

### AUTHORITY TO CARRY OUTWORK

If you're not at the property when our engineer visits, you must make sure that there is somebody else present who can give instructions to our engineer on your behalf.

It is your responsibility to get consent from any relevant third parties (such as a neighbour) where you and they, for example, share a water supply pipe or driveway.

### WORKING IN DANGEROUS OR UNSAFE CONDITIONS

We won't start or continue doing any work in your home if we believe there's a health and safety risk, for example: hazardous chemicals, pest infestations, verbal or physical abuse, or harassment. And we won't return to finish the work until that risk is gone.

If any asbestos needs to be removed before we can repair your boiler, appliance or system, 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.

### UNDER WARRANTY

If your boiler, appliance or system is covered by a third-party warranty, it's your responsibility to make sure that any work we do doesn't affect that warranty.

### AUTHORISED CONTACTS

If you want an authorised contact it's your responsibility to let us know who they are so that we can note it on your agreement.

### MANUFACTURER'S SECURITY INSTRUCTIONS

It's your responsibility to follow manufacturer's security instructions related to internet or mobile connected devices which are used to communicate with boilers, appliances or systems covered under this agreement.

### VISITING YOU

#### FIRST SERVICE

If your product includes a first service it is usually carried out in the first 6 months of you taking out the product or changing address. If we've already carried out a first service or an annual service at your address in the last twelve months, we won't carry out a first service – even if you've just moved in. Instead you will receive an annual service

## VISITING YOU CONTINUED

If we've installed a new boiler for you the first service will be carried out as part of the installation. At the first service our engineer will check that your boiler is on our approved list and your boiler or central heating and ventilation don't have any pre-existing faults.

If we find it's not on the approved list or it has a pre-existing fault, we'll either:

- Tell you what needs to be done to fix it – and how much it'll cost
- Offer you a different product or level of cover
- Or, cancel your agreement or product

### ANNUAL SERVICE

We'll send you or your authorised contact an email, letter, text message or call you to arrange your annual service. We'll try to contact you up to three times. If we don't hear back from you after the third time, we won't try again and won't refund the cost of the missed annual service.

You can still contact us at any time to book it. Your annual service may be more than 12 months after your last service visit.

In periods of local or national high demand for our services (such as cold weather), we prioritise breakdowns and may need to rearrange your annual service.

For boilers and central heating your first service counts as an annual service.

One of our engineers will visit your home to complete your annual service. This will include testing the gases your appliance or boiler produces.

If the visit shows that it's necessary to take your appliance or boiler apart to adjust or clean it, we'll do so.

During the visit, our engineer will fill in a checklist that shows you exactly what we've looked at. If we find a problem or fault that needs to be fixed, we'll tell you about it.

If your product:

- Includes repairs and has an excess or fixed fee you will have to pay this before we repair it

- Is service only, our engineer may give you a quote to have the work done

### TENANTS OR LETTING AGENTS ARRANGING VISITS

Your tenants or your letting agents can call us directly to arrange any engineer's visit.

### REASONABLE TIMESCALES

We'll carry out any repairs or visits you're entitled to within a reasonable time, unless something beyond our control makes that impossible – in which case we'll let you know as soon as possible and give you another time when we can visit.

### OUR ENGINEERS

Normally, we'll send a Village Heating Ltd engineer to carry out the work. In some cases, we may send a suitably qualified contractor instead.

### MAKING REPAIRS

#### EXCESS OR FIXED FEE

If you are on a care plan that includes an excess, which are the Premium and Platinum care plans, a £50 fee will apply which you agreed to pay each time we complete a repair or replace your appliance; whether

- You report a fault to us
- Or, we find a fault during a first service or annual service.

If the fault is related to one, we've fixed for you in the last twelve months, then you won't have to pay an additional excess or fixed fee. Our engineer will use their expert judgement to decide whether a fault is related to an earlier fault or not.

When we book your repair, we'll ask to pre-authorise your debit or credit card for any excess or fixed fee. If you're a landlord, this can be from you, your tenants, managing agent or anyone else. We won't put the charges through until after we complete the repair. If we've reason to believe that the people living in your home are vulnerable or at risk, we'll send an engineer out even if we haven't been able to pre-authorise a debit or credit card – and send you an invoice for the excess or fixed fee after we've completed the repair.

### SAFETY ADVICE

From time to time, we may tell you that your boiler, appliance or system needs permanent repairs or improvements that aren't covered by your agreement to keep working safely. For example, if your ventilation doesn't meet current gas safety regulations. If you don't follow this advice, it'll affect certain parts of your cover – but your agreement will keep running until you or we change or cancel it.

### GETTING ACCESS AND MAKING GOOD

The cost of making good or repair work outside of the boiler works, will not be covered by the agreement. This cost will have to be paid for separately, outside of the agreement.

### SPARE PARTS

We'll provide **replacements** with similar functionality but not necessarily the same features or an identical make and model or type of fitting. For example, we may **replace** a specific design of tap with a standard one from our range or **replace** electrical fittings with our nearest white, brass or chrome version. Or you can give the engineer a **replacement part** that you've bought yourself, that we approve.

We'll try to get parts from the original manufacturer or our approved suppliers. If we can't get hold of the parts we need we may need to cancel your **agreement** (or part of it). If we've agreed to cover a boiler or appliance but warned you that it might be difficult to find spare parts, we'll do what we can, within reason, to **repair it**.

### TWELVE-MONTH GUARANTEE

We guarantee to repair or replace any faulty parts we've supplied, or fix any faulty work that we've done for twelve months from the date that we did the work. This doesn't affect your statutory rights under the Consumer Rights Act 2015, if applicable, and any laws that replace it. If you want independent advice about your rights, you can speak to Citizens Advice or Trading Standards.

### VHL POWERFLUSH

Over time, gas central heating systems build up sludge that can block or narrow your pipes, radiators and boiler parts. VHL Powerflush is our way of removing that sludge from your system. We'll tell you if your system needs a powerflush to work properly. You'll need to pay for it separately – it isn't included in your cover. If you buy a VHL Powerflush, any future ones you may need to keep your system working properly are included, for as long as you have continuous cover for your boiler with us.

If someone else carries out a powerflush for you, you'll need to show us thereceipt before we carry out any more repairs or replacement work for damage caused by sludge.

### CONFIRMING THE AGE OF YOUR APPLIANCES

If your product includes replacing appliances our engineer will estimate how old it is. If you disagree, you'll need to show us either the original from new receipt, a dated guarantee or proof of when it was first installed.

### CURVED OR DESIGNER RADIATORS

If your product includes cover for central heating it doesn't include a replacement of curved or designer radiators.

We can either:

Replace it with a standard radiator Or, install a curved or designer radiator that you've bought yourself, in which case we only accept responsibility for our workmanship, not any manufacturing faults in the radiator itself

By designer radiator we mean a radiator of particular artistic design or intricate shape or made from materials such as glass, marble, stone, wood or cast iron.

## GENERAL EXCLUSIONS

### WHO CAN BENEFIT FROM THIS AGREEMENT?

Nobody other than you can benefit from your agreement.

### CASH IN LIEU

We won't offer you cash instead of carrying out an annual service, repairs or replacements.

### DOMESTIC USE

Your **product** only includes cover for your **property** if it is used for normal day-to-day living purposes, including use for home office or activities of a domestic nature, including renting, and not where the **property** is for commercial purposes.

### PRE-EXISTING FAULTS

Your **products** don't include cover for any faults or design faults that:

- Were already there when your boiler, appliance or system was installed
- Existed when you first took out the product
- We've told you about before and you haven't fixed
- We couldn't reasonably have been expected to know about before. For example, faulty pipes that don't have the correct protection, which are buried under concrete floors
- Or, prevent access because a part of your system has been permanently built over

### DAMAGE CAUSED BY ANYONE BUT US

Unless your product includes accidental damage, we won't cover any damage you've caused.

If anyone other than us carries out any work on your boiler, appliance or system and damages it, your cover doesn't include putting that right.

### DELIBERATE DAMAGE OR MISUSE

We won't repair or replace any parts that have been deliberately damaged or misused. Our engineer will use their expert judgement to determine how the damage was done.

### DAMAGE LINKED TO THE SUPPLY OF YOUR GAS, WATER OR ELECTRICITY

We won't repair any damage that's caused by changes in, or problems with, the supply of your gas, water or electricity.

### EXTERNAL WATER SUPPLY STOPCOCK

If we can't turn off the external water supply stopcock to your home to complete your repair it's up to you to get your water supplier to turn it off.

### ANY DAMAGE THAT'S COVERED BY OTHER KINDS OF INSURANCE

Your product doesn't include repairing or replacing any damage caused by extreme weather, flooding, escape of water, structural issues, fire or explosions – or any other kind of damage that's normally covered by household insurance – unless your product specifically includes it.

If your product specifically includes anything that's also covered by your household insurance, we're only responsible for our fair share.

We're not responsible for any loss or damage caused by malicious, inappropriate or unintentional interference with the software, internet communications or radio signals of any boiler and controls, appliance, device or system covered under this agreement.

### COMMUNICATION CONNECTIONS

We're not responsible for your internet connection nor the data transmission to, or from any boiler, appliance, device or control system.

### ANY OTHER LOSS OR DAMAGE

We're not responsible for any loss of or damage to, or cleaning of property, furniture or fixtures as a result of your boiler, appliance or system breaking or failing unless we caused it. For example, damage caused by water leaks.

### MAKING ANY IMPROVEMENTS

Your **product** only includes **repairing** or **replacing** your boiler, appliance or system when it stops working properly – it doesn't include any improvements or upgrades, for example: **replacing** smoke alarms that are past their recommended replacement date or expiry date, **replacing** working radiators, swapping standard radiator valves for thermostatic ones and **replacing** electrical cables and fuse boards that still work.

Where we've told you that an improvement is necessary, we may not continue to make **repairs** on that part of your boiler, appliance or system unless the work has been carried out.

### STEEL OR IRON PIPES

We won't **repair** or **replace** steel or iron pipes, except:

Your water supply pipe from the boundary of your **property** to your **home**

Your **gas supply pipe**, from your meter to your boiler or appliance(s)

And, your soil stack/vent pipe where these pipes are specifically covered by your **agreement**.

### ENERGY/CENTRAL HEATING MANAGEMENT

central heating management systems.



## COMPLAINTS

To make a complaint:

Cancelling your agreement

- Email us at enquiries@villageheating.co.uk

- Or write to us at:

Village Heating Ltd

333-335 High Road

Harrow Weald

HA3 5EQ

We take any complaint seriously and we'll do our best to resolve the issue right away. If we need more time to investigate, we'll let you know and keep you updated.

### YOUR CANCELLATION RIGHTS

#### How you can cancel

You can cancel your agreement or a product at any time, by calling

020 8102 9898 – or writing to us at:

Village Heating Ltd

333-335 High Road

Harrow Weald

HA3 5EQ

#### IF YOU CANCEL YOUR PRODUCT WITHIN 14

#### DAYS

We'll give you a full refund of your product(s) if

you cancel within 14 days

## CANCELLING YOUR AGREEMENT

Cancelling your Direct Debit through your bank doesn't mean that you've cancelled your agreement with us. If you stop your Direct Debit without telling us, we'll try writing to you to collect the money you owe. If we don't hear from you and you don't pay, we'll cancel your agreement no less than 30 days after the date we first found out your payment had failed.

You may also have to pay cancellation charges – see cancellation charges table.

### CANCELLATION CHARGES

If you or we cancel your agreement or any products and we've already completed work for you since you bought or renewed them, you may have to pay cancellation charges.

The table below shows you the amount you'll have to pay.

### INTRODUCTORY OFFERS

If you cancel a product, then buy a product with equivalent features from Village Heating Ltd:

More than once in three years

Or, within three months

then you won't be eligible for any promotional offers or new customer prices. **When we can**

**cancel**

We can cancel your agreement or

product if:

You give us false information

Your boiler or appliance isn't on our approved list

We find a pre-existing fault during your first

service

We can't find the parts we need to repair your

boiler, appliance or system, despite our

attempts. Or the costs of the parts exceed the

cost of a new boiler (£600)

You put our people's health and safety at risk, for example, physical or verbal abuse

Your home or property is unfit or unsafe to work in

We'll try writing to you to collect the money you owe. If we don't hear from you and you don't pay, we'll cancel your agreement no less than 30 days after the date we first found out your payment had failed. You may also have to pay cancellation charges - see cancellation charges table.

If we cancel your agreement or product, we'll refund you for the rest of the time you've already paid for. If we've completed any repair or replacement since you bought or renewed your agreement or product, you may also have to pay cancellation charges - see cancellation charges table.

If we cancel your agreement or product at your first service, we'll refund you in full, unless we've completed any work since you bought your agreement or product in which case you may have to

pay cancellation charges – see cancellation charges table.

Type of work completed	Charge per piece of work completed
Boiler or Central Heating repairs or replacement	£135
All other completed repairs or replacement	£90
Annual service or first service	£65
Gas Safety Certificate	£65
Gas Safety Check and Gas Safety Certificate	£65

## HOW TO MAKE A CLAIM

For a breakdown or repair call **020 8102 9898**.

Our breakdown line is open 24/7. We may record calls to help improve our service to you. Calls to this number is free subject to your providers.

## OTHER USEFUL CONTACTS

A gas escape	<b>0800 111 999</b>
A first service or annual service visit	<b>020 8102 9898</b>
A general enquiry, to complain or if you're moving home	<b>020 8102 9898</b>
If you're a landlord or tenant	<b>020 8102 9898</b>
To cancel all or part of your agreement	<b>020 8102 9898</b>

Village Heating Ltd is a trading name of Village Heating Ltd. Registered in England and Wales (No. 03748060). Registered office: 333 - 335 High Road, Harrow Weald, Middlesex, HA3 5EQ. [villageheating.co.uk](http://villageheating.co.uk)



### CANCELLATION FORM

If you want to cancel any product you can do so by returning this form. You can post the form to the following address:

Village Heating Ltd, 333-335 High Road, Harrow Weald, HA3 5EQ.

You can also call us on 020 8102 9898

I wish to cancel the following plan/s	<input type="checkbox"/>	Premium Boiler Care	<input type="checkbox"/>	Platinum Boiler Care
Name				
Address				
Postcode				
Date				
Signed				