Glow Plus

Home Services

Terms & Conditions Booklet

634561 500299

GlowPlus Home Services

Delivering an unrivalled boiler and heating service in Lincolnshire so you can **love your home.**

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Questions? **We're here to help.**

01522 300 744
the-glow-group.co.uk
theglowgroupltd
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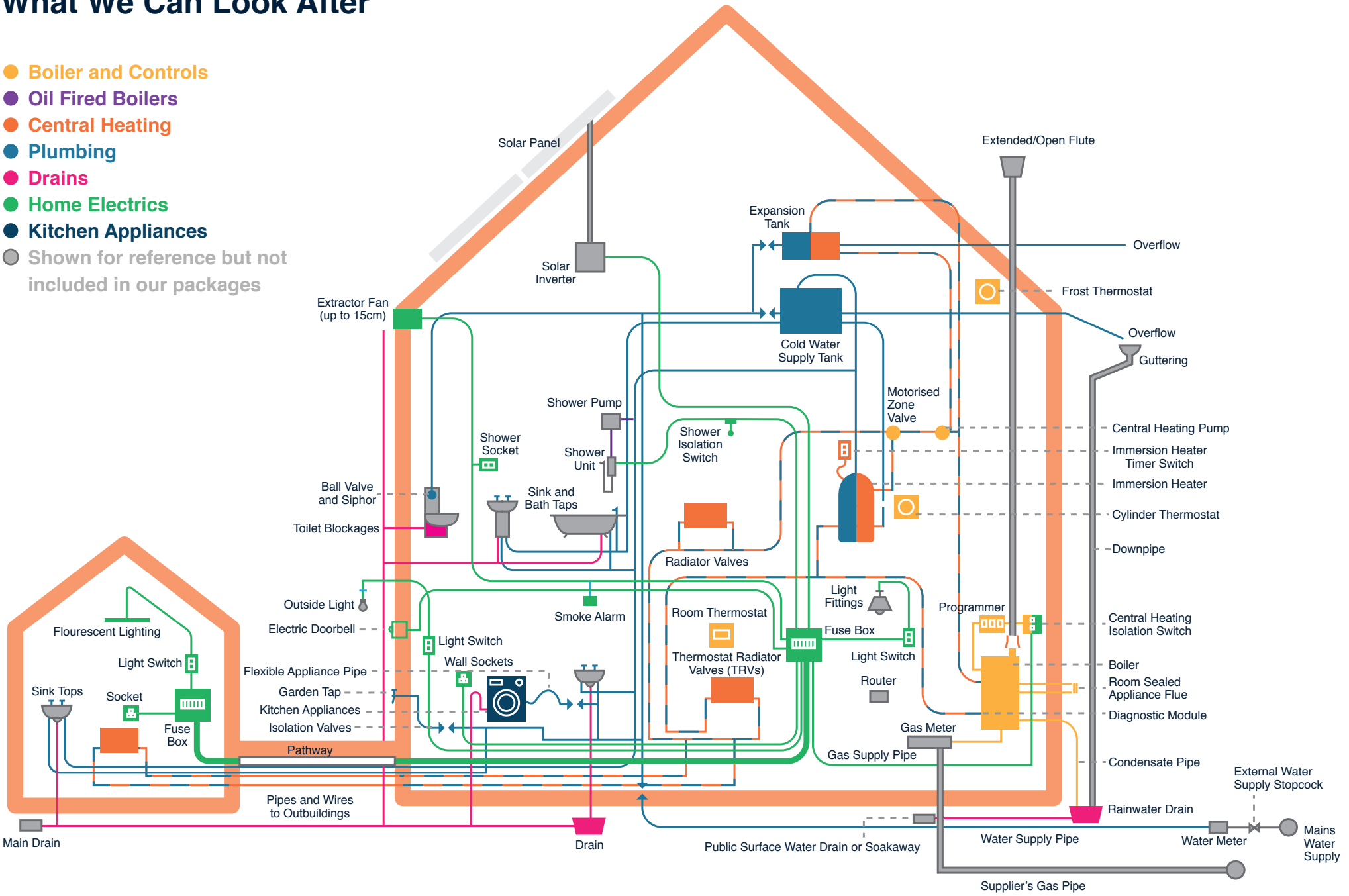
Easy booking • Honest Prices • Trusted Engineers

What We Can Look After

- Boiler and Controls
- Oil Fired Boilers
- Central Heating
- Plumbing
- Drains
- Home Electrics
- Kitchen Appliances
- Shown for reference but not included in our packages



Our Products

These are the standard Terms and Conditions which apply to all GlowPlus Contracts entered into with us, GlowPlus Home Services Ltd, a company registered in England and Wales under company number 12641807. The table below shows the features that are included in each product. You should also refer to the standard terms and conditions on page 17.

All Insurance Products Include:

- Parts and Labour
- Unlimited number of repairs
- Up to £1,000, for getting access and making good for each repair

Product	Product Features						These products are designed to meet the demands and needs of customers who want to protect their:
	Annual Service	Boiler & Controls	Central Heating	Plumbing	Drains	Home Electrics	
GlowPlus Bronze	✓	✓	+	+	+	+	Boiler and controls on a service and repair basis.
GlowPlus Silver	✓	✓	✓	+	+	+	Boiler, controls and central heating on a service and repair basis.
GlowPlus Gold	✓	✓	✓	✓	✓	+	Boiler, controls and central heating on a service and repair basis and plumbing and drains on a repair only basis.
GlowPlus Home	✓	✓	✓	✓	✓	✓	Boiler, controls and central heating on a service and repair basis and plumbing, drains and home electrics on a repair only basis.
Options for Boilers Installed by Glow							
GlowPlus Warranty	✓	✓	✓	×	×	×	Boiler, controls and central heating on a service and repair basis for boilers installed by Glow Heating Services ltd within manufactures warranty.
GlowPlus Warranty+	✓	✓	✓	✓	✓	✓	Boiler, controls and central heating on a service and repair basis for boilers installed by Glow Heating Services ltd within manufactures warranty. Plumbing, drains and home electrics on a repair only basis.

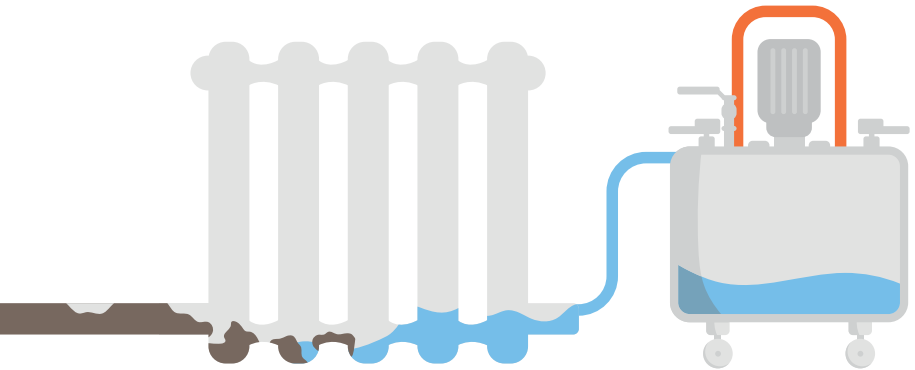
GlowPlus Flush

GlowPlus Flush is a bespoke agreement for central heating systems where poor water quality is a problem.
This agreement lasts for 12 months and includes a power flush within twenty-eight days of sign up.

- Parts and Labour
- Unlimited number of repairs
- Up to £1,000, for getting access and making good for each repair

Product Features					
Annual Service	Boiler & Controls	Central Heating	Plumbing	Drains	Powerflush
✓	✓	✓	✓	✓	✓

When dirt and sludge accumulate within your central heating system, it can have a significant effect on the efficiency of your boiler. We experience a large number of boiler breakdown call-outs due to this problem. To avoid this; a central heating power flush is a great way to clean out your system and ensure your boiler is working at its best.



All Products Include

We carefully curate each GlowPlus agreement to treat customers fairly and consistently through excellent value service.

With a focus on carrying out maintenance in a preventative manner to reduce the likelihood of system failure, the work will be of the highest standard.

All agreements will include the following annual checks:

- Annual boiler servicing
- Gas safety check & CP12 (certification)
- Expansion vessel checks
- Full heating system test

Our inspections are always carried out by a gas safe registered heating engineer.

Our Insurance Features

Boiler and Controls

What's Covered:

- All **repairs** to:
  - A single natural gas, lpg or oil fired boiler 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
- A **replacement** for your boiler if we can't **repair** it and:
  - It's less than seven years old
  - Or, it's less than ten years old, we installed it and it's been continuously covered by GlowPlus Home Services Ltd under a GlowPlus agreement
  - Or, it caught fire or exploded, providing you gave us access to carry out your **annual service** within every **period of agreement** since we first covered you
- A **replacement** of 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** (see page 17)

What's Not Covered:

- Damage caused by limescale, **sludge** or other debris, if we have told you before that you need to carry out **repairs**, improvements or a **Glow 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, unless we installed it
- **Repairing** or **replacing** any network hub, smart speaker or voice controlled equipment or any smart functionality, for example connectivity to or from your thermostat and mobile devices
- **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

Oil Fired Boilers

What's Covered:

- Nozzle changes
- A first service or annual service (see page 17)
- Oil tank inspection
- Oil Filter clean

What's Not Covered:

- Repairs or a replacement of your oil tank
- Repairs to oil line pipework or associated components
- Servicing to oil appliances other than the appliance covered by GlowPlus
- Callouts due to there being no oil in the oil tank

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
  - **Cylinders** and any immersion heater and its wired in timer switch; and
  - The pipes that connect the **central heating** system
- A **replacement** of parts of your **central heating** if we can't **repair** them
- A **first service** or **annual service** (see page 17)

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 **Glow 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 (see page 19)
- **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** including:
  - 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**

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:

- **Repairing** and unblocking **drains** to restore flow
- **Repairing** leaks to internal waste water pipes and external soil and vent pipes
- A **replacement** of parts that we can't **repair**

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** including:
  - 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
  - Outside lighting as long as it's fixed to your **home** or outbuildings and fitted less than ten metres above ground; and
  - Your electric vehicle charging unit, if we installed it
- A **replacement** of parts that we can't **repair**

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

Kitchen Appliances

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 more

  You 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

What's Not Covered:

- Anything that happens in the first 14 days of you taking out the product
- 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

Gas Safety Check & Certificate (CP12)

A gas safety check and certificate are included on all GlowPlus **products** when applicable and will normally be completed at the same time as your **annual service**. If you are a **landlord**, under the law it's your responsibility to make sure you have a valid Gas Safety Certificate for the gas meter, gas pipework and any gas appliance(s) on your **property**.

When your safety check is due we'll send you an email, letter, or text message or call you to arrange it. We'll try to get hold of you up to three times. If we don't hear back from you after that, we won't try again. It's then up to you to contact us to arrange your safety check.

What's Included:

- An inspection of your gas meter, gas pipework and any gas appliance(s) on your **statement**
- An inspection of your gas meter and gas pipework
- An annual service on your gas boiler covered by GlowPlus
- A Gas Safety Certificate for your gas meter, gas pipework and any gas appliance(s) installed at the property, which we'll post or email to you and your tenant if you prefer. If any part fails the safety inspection, we'll include all the details
- Test for tightness on the whole gas system, including installation pipework

What's Not Included:

- **Repairs** or a **replacement** of your gas meter, gas pipework or any gas appliance(s)
- 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 reasonably gain access to the electrical connection point
- Annual servicing to gas appliances other than the appliance covered by GlowPlus

Service and Maintenance Terms and Conditions

These are the standard Terms and Conditions which apply to all GlowPlus Contracts entered into with us, GlowPlus Home Services Ltd, a company registered in England and Wales under company number 12641807, whose registered office is at Unit F3 Castings Way, Leafbridge Business Park, LN6 9WG ("we/us/our").

1. Definitions 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 into a GlowPlus 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 GlowPlus Bronze, Silver, Gold, Flush or Home Service and 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, 8am – 5pm, 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 via our Website. Our Website will guide you through the ordering process. Before submitting your order, you will be given the opportunity to review and amend it. Please ensure that you have checked your order carefully before submitting it.

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 make adjustments to it.

2.4 Our Quotation is based on our Services being carried out during normal working hours (Monday to Friday, 8am – 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

3.1 We will arrange to carry out a First Visit, where our engineer will check that your Equipment is on our approved list, estimate its age and check that it does not have any pre-existing faults.

3.2 We are unable to offer the GlowPlus cover unless the First Service has been completed and we agree to the Contract can go ahead.

3.3 If we find your Equipment is not on the approved list or it has a pre-existing fault, we will provide you with a quotation setting out what needs to be done to fix it and how much this will cost. We will not start the Term with you until this work is carried out, by us or a qualified third party. We reserve the right to refuse to continue the GlowPlus cover with you for any other reason, at our discretion.

4. Term of GlowPlus cover

4.1 The Contract will begin on the start date specified on the service agreement and it will continue for a minimum term of 12 months from that date. After the 12 months, the contract will be automatically renewed for a further minimum term of 12 months, unless 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 30 days' notice of any change in price, 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 When you join GlowPlus you'll pay an introductory price. So, if your GlowPlus price has recently changed, it may be because your introductory price and any associated discounts no longer apply. Your renewal price reflects, where you live, your claims history and the risk and costs of covering your appliances but we will try to make sure you don't see a big price increase in one go.

5.3 If it is agreed in the GlowPlus Cover, 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 up front, when the Repair work is booked. If a further fault is reported that is related to one we have fixed in the last 12 months, you will not need to pay an additional excess but we will decide at our discretion whether or not the fault is related to an earlier one.

5.4 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.

5.5 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 it.

6. Services

All Services

6.1 While rendering the Services, we will ensure that furniture, flooring and walls in the area that are not the subject of the Services are suitably covered and protected for the duration of the Services. 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 as a result 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.

Central Heating Flushing

6.7 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.

GlowPlus Cover

6.11 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 GlowPlus cover 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 GlowPlus cover.

6.14 If your boiler is deemed beyond economical repair, we will replace your boiler if less than 7 years old. If your boiler is deemed beyond economical repair, we will replace your boiler if less than 10 years old and installed by us. If between 7 and 10 years old and installed by another company or contractor, we will contribute £249 towards the new boiler to be provided and installed by us. If older than what is stated, we will contribute £149 towards the new boiler which will be provided and installed by us.

6.15 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.

6.16 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 as a result 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.

7. Your Obligations

7.1 You will provide us with access to the Property and the Equipment at all times during which we reasonably require such access in order 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 any and 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 any 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 as a result 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 into. 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 as long as 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 as a result 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 day 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 day 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 automatically renew for a further 12 months unless you contact us in writing to cancel, giving at least 30 days notice before your 12 month renewal date.

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.

10.4 Find our Cancellation Policy at https://the-glow-group.co.uk/cancellation-policy/

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 which 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 GlowPlus service warranty that has been offered to you.

12. Events Outside of Our Control: We will not be liable for any failure or delay in performing our obligations where that failure or delay results from any cause beyond our reasonable control. Such causes include, but are not limited to: adverse weather, power failure, internet service provider failure, strikes, lock-outs or other industrial action by third parties, fire, flood, storm, earthquake, subsidence, acts of terrorism or war, natural disaster, or any other event beyond our reasonable control.

13. Communication and Contact Details

13.1 If you wish to contact us with questions or complaints, you may contact us by email at admin@the-glow-group.co.uk

13.2 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.

14. How We Use Your Personal Information: 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.

15. Other Important Terms

15.1 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. 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.

15.2 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.

15.3 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.

15.4 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.

16. Governing Law and Jurisdiction: 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.

Our terms and conditions may change from time to time. For our latest set of terms and conditions you can visit our website https://the-glow-group.co.uk/glowplus-terms-and-conditions/

How to Contact Us

For a breakdown or repair, you may find that it is quickest and easiest to contact us on **01522 300744**. If you'd like a security password or have any special needs, please call us and let us know.

Our breakdown line is open 24/7.
We may record calls to help improve our service to you.

GAS safe REGISTER
634561

Other useful contacts

Customer services/breakdown line	01522 300744
A gas escape	0800 111 999

Notes

Glow Plus
Home Services

Delivering an unrivalled boiler and heating service in Lincolnshire so you can **love your home.**

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