

1. Introduction and Definitions

1. The Agreement: These terms and conditions, together with your Plan Summary, constitute the legal agreement between Karl with a K Plumbing & Heating ("the Company," "we," "us") and the customer ("you").
2. The Plan: Refers to the specific maintenance or cover package you have selected (e.g., Kare with a K, Kare Plus Package, Kare Max Package, or Landlord Assist).
3. The Property: The domestic address where the boiler, heating and plumbing system are located.

2. Eligibility

1. To be eligible for a Plan, your boiler must be a domestic natural gas boiler (usually under 70kW) and in good working order at the start of the agreement.
2. We reserve the right to carry out an initial "First Inspection" to ensure the boiler and system are suitable for cover. If found to be ineligible or with pre-existing faults, we may cancel the plan or offer a separate quote for repair.

3. What is Included (Varies by Plan Level)

All Homeowner and Landlord plans include callouts and a 24/hr customer helpline. Depending on the plan level chosen, the following services are included:

Homeowners

Feature	Kare with a K	Kare Plus Package	Kare Max Package
Gas Certificate	✓	✓	✓
Priority Callouts	✓	✓	✓
Boiler Service	✓	✓	✓
Co Alarm Check	✓	✓	✓
Central Heating Health Check	✗	✓	✓
Labour Cover On Boiler Breakdowns	✗	✓	✓
Parts Included	✗	✗	✓
10% Future Discount	✗	✗	✓

Pricing (+VAT):

	Kare with a K	Kare Plus Package	Kare Max Package
Monthly	£16.50	£24.99	£34.99
Annual	£180.00	£280.00	£360.00

Landlord

All Landlord plans include callouts and a 24/hr customer helpline.

Landlord Assist
£45.00 +vat / month
£500.00 +vat / year

- ✓ Landlord Safety Check
- ✓ Boiler Service
- ✓ Boiler And Controls
- ✓ Plumbing
- ✓ Central Heating Health Check
- ✓ Drains
- ✓ Toilets And Taps Repair

4. General Exclusions (What is NOT covered)

The following are typically excluded from all plans:

1. Pre-existing faults: Any faults or damage that existed before the plan start date.
2. Sludge and Scale: Damage caused by limescale, sludge, or debris within the system (e.g., a "Powerflush" may be required at an additional cost).
3. Specific Parts: Flues, thermal stores, heat exchangers (if older than a certain age), and underfloor heating systems (unless specifically added).
4. Third-party damage: Damage caused by fire, flood, lightning, or work carried out by anyone other than Karl with a K Plumbing & Heating.
5. System Improvements: Upgrading your system or adding new radiators/valves.

5. Annual Service

1. We will attempt to contact you to arrange your annual service. However, it is ultimately your responsibility to ensure a service is booked.
2. Services are usually carried out during off-peak months (April to September) to ensure engineer availability for emergencies during winter.

6. Booking Repairs and Emergency Call-outs

1. In the event of a breakdown, you should contact us immediately.
2. We aim to attend emergencies within 24-48 hours, subject to workload and weather conditions.
3. You must provide reasonable access to the property for our engineers.

7. Payments and Contract Duration

1. Duration: The agreement is for a minimum term of 12 months.
2. Payment: Payments are typically made via monthly Direct Debit or a one-off annual payment (see pricing table in Section 3).
3. All figures shown are +VAT.
4. Missed Payments: If a payment is missed, cover will be suspended until the balance is cleared.

8. Cancellation Rights

1. Cooling-off Period: You have the right to cancel this agreement within 14 days of signing up without penalty, provided no work or service has been carried out.

2. Cancellation after 14 days: If you cancel after 14 days or after a service/repair has been performed, you may be liable for the remaining balance of the 12-month contract or the full cost of the work completed.
3. Our Right to Cancel: We may cancel your plan if you fail to pay, provide false information, or if parts for your boiler are no longer available (obsolete).

9. Limitation of Liability

1. Karl with a K Plumbing & Heating will not be liable for any indirect or consequential loss, such as damage to your property caused by a leak, unless caused by our negligence.
2. We are not responsible for delays caused by circumstances beyond our control (e.g., extreme weather or national part shortages).