



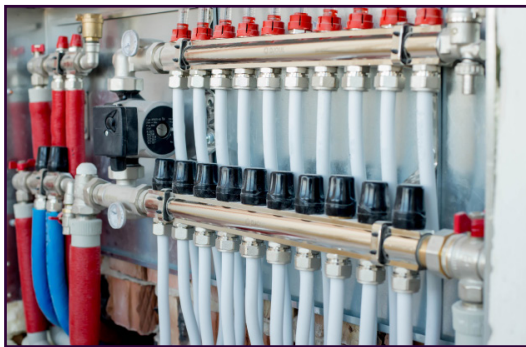
THE
GOOD
HEATING
CO.

SERVICE & MAINTENANCE

Terms & Conditions

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About this booklet

This booklet explains the terms and conditions of your service and maintenance agreement, including what each product does and doesn't cover, what to do to make a claim, change or cancel your agreement, and how to make a complaint.

It is important you read and understand these terms and conditions, along with your statement confirming your chosen products. If anything is not correct on your statement, or if you have any questions, please contact us.



Definitions

Access and making good

getting access to your appliance or system, and then repairing any damage we may cause in doing so.

Accidental damage

when something stops the heating system working properly, without meaning to.

Agreement

these terms and conditions and your statement confirming each product you have with us.

Air source heat pump (ASHP)

A single ASHP on your property that's designed for home use.

Annual service

a check in each period of agreement to ensure that your heating system and ventilation is working safely and in line with relevant laws and regulations.

Approved list

parts of your heating system that we can repair or replace.

Authorised contact

a managing agent, landlord or any named person who you've authorised and who we've agreed can act on your behalf to make arrangements under your agreement in relation to a property.

Boiler

a single natural gas boiler on your property that's designed for home use and has a heat output capacity of up to 70kW – as well as the flue and controls.

Central heating

the heat and hot water system on your property – including your expansion tank, radiators (excluding decorative or curved one), bypass and radiator valves, system filters, cylinders, any immersion heater and its wired in timer switch, and the pipes that connect them.

Controls

The programmer (time control), central heating circulating pump, motorized valve(s), zone valve or diverter valve, room thermostat and the cylinder thermostat. Note smart (internet connected) controls are excluded. All elements of the controls must be standard.

Cylinders

tanks that store hot water.

Excess/fixed fee

the amount you've chosen to pay towards each completed repair or replacement.

First service

a service and check to confirm whether we can cover your heating system. See Section 5 for more details.

Gas supply pipe

the pipe that connects your gas meter to your gas boiler and other gas appliances you have on your property.

Heating equipment

the boiler, its controls and system.

Heating system

The components of your heating system that are covered by the service and maintenance products detailed on your statement. This may include multiple assets, including one or a combination of; boiler, air source heat pump, underfloor heating system, central heating system and plumbing system.

Home

the building, including any attached garage or conservatory where you live or a home you own, or rent.

Landlord

someone who owns a property which they don't occupy and which may be occupied by a tenant.

Managing agent

someone who provides managed services to a landlord in relation to one or more properties.

Period of agreement

the day your agreement starts until your agreement ends, as detailed on your statement.

Plumbing system

the inlet and outlet connections for the following items: washing machines and dishwashers, internal taps, garden taps if within 1 metre of the occupied building, sinks, showers, baths, toilets (and other sanitary ware) and cold-water storage tanks;

Powerflush

a process where we remove sludge from your central heating system.

Product/products

cover or service for certain appliance(s) or system(s) as set out in your statement.

Property/properties

a home and all the land up to your boundary – including any detached outbuildings.

Repair(s)/repairing/repared

to fix your boiler, appliance, or system following an individual fault or breakdown but not repairs that are purely cosmetic (for example mould, dents or scratches) or related to software which doesn't stop the main function of your heating system from working or makes it unsafe.

Replacement/replace/replacing

where we replace your parts with an approved standard alternative. We'll provide replacements with similar functionality but not necessarily an identical make and model or type of fitting.

Sanitary ware

your toilet bowl and cistern, bidet, sink, pedestal, bath and shower tray.

Sludge

the natural build-up of deposits in your boiler or central heating system as it corrodes over time.

Statement

the document that shows the products you have with us, the period of agreement, how much you're paying and any excess or fixed fee.

System

the radiators (excluding decorative or curved ones), radiator valves, expansion tank. The accessible and visible pipework directly associated with the provision of central heating (excluding any taps and their direct supply) and vented hot water cylinders holding less than 40 gallons or 182 litres. The system does not include thermal stores, their feeds, outlets or controls, nor does it include unvented hot water cylinders.

Thermal store

a water tank which holds boiler-heated hot water (used for the radiators) and indirectly heats water for your taps, via a heat exchanger (which transfers heat from the thermal store water to the mains or tap water).

Underfloor heating

The water based underfloor system, comprising the distribution pipework and the manifold.

Upgrades

improvements that make your heating system more efficient.

Unvented hot water cylinder

a cylinder running directly off mains pressure water, and not from a cold-water storage cistern/tank. A cylinder in which mains water is directly heated for your taps. It can often be identified as a cylinder which is not open to the atmosphere.

We/Us/Our

By 'we', 'us', or 'our', we mean The Good Heating Company - as the provider of the services for your products.

You/Your

By 'you' or 'your', we mean the person(s) named on your statement, plus the people who normally live in your home, including any tenants. Only the person(s) named on the statement, or an authorised contact can amend or cancel the agreement.

Terms & Conditions

1.0 Introduction

1.1 Agreement

These terms and conditions represent a legal agreement between you and us. Please read this document carefully so that you fully understand the contract provided and what you can expect from the agreement.

1.2 'We' and 'You'

By 'we', 'us', or 'our', we mean Leodis Plumbing & Heating Limited, trading as the Good Heating Company, as the provider of the services. By 'you' or 'your', we mean the person(s) named on your statement, plus the people who normally live in your home, including any tenants. Only the person(s) named on the statement, or an authorised contact can amend or cancel the agreement.

1.3 Minimum Term

Unless otherwise agreed you are entering into a minimum 12 month agreement with us. By setting up and paying by direct debit you are accepting the terms set out in this document. After the 12 month period you will enter in a monthly rolling contract which can be cancelled at any time following the cancellation procedure.

2.0 Statement

2.1 Summary

Your agreement summary statement confirms the level of cover you have selected.

3.0 Maintenance & Service Products

3.1 Gas Care Standard Plan

3.1.1 What's covered

All repairs to:

- a single natural gas boiler in your property, that's designed for home use and has a heat output capacity of up to 70kW;
- A replacement of the room-sealed flue up to one metre in length and the flue terminal if we can't repair it
- the controls that make the boiler work including the programmer, any thermostats, motorised zone valves and central heating pump
- A replacement of any faulty parts up to your claims limit
- A replacement of the controls that make your boiler work if we can't repair them
- First service or annual service
- A replacement of the gas supply pipes that are visible and accessible if we can't repair them
- Replacement of the room-sealed flue up to one metre in length and the flue terminal if we can't repair it.

3.1.2 What's not covered

- Accidental damage

- Annual hot water cylinder service, unless specifically added to your product plan.
- Breakdown and repair of your plumbing and hot water system
- Damage caused by limescale, sludge or other debris – if we've told you before that you need to carry out repairs, improvements or Powerflush, or a similar process, but you haven't done so
- Drainage Systems
- Fixing your showers, their parts and shower pumps
- Any controls that are internet controlled, designed specifically for underfloor heating or swimming pools
- Non-accessible, non-visible or non-standard (i.e. greater than 35mm in diameter) pipework
- Repairing or replacing open flues and their terminals or flues over one metre in length
- Replacing or topping up your system inhibitor unless we've removed it
- Resetting your controls or replacing the batteries
- Repairs to steel gas supply pipes, or any gas supply pipes that are not visible or accessible.
- Work on any connected underfloor heating system (unless specifically covered through our WarmFloors Plan (see 3.3).
- Work on another heat source, for example warm air units, electric boiler, combined heat power units, air source heat pumps or ground source heat pumps.
- All other general exclusions in Section 7.

3.1.3 Claim Limits

- The Gas Care Standard Plan covers all call outs and repairs up to a claim limit of £500 inc. VAT per annum.

3.2 Gas Care Premium Plan

3.2.1 What's covered

In addition to what's covered in Standard Plan, the Premium Plan includes, all repairs to:

- the central heating system, including radiators, valves, pipework, expansion tank and vented hot water cylinder.

3.2.2 What's not covered

- Accidental damage
- Annual hot water cylinder service, unless specifically added.
- Breakdown and repair of your plumbing system
- Damage caused by limescale, sludge or other debris – if we've told you before that you need to carry out repairs, improvements or Powerflush, or a similar process, but you haven't done so
- Drainage systems
- Fixing your showers, their parts and shower pumps
- Any controls that are internet controlled, designed specifically for underfloor heating or swimming pools

- Non-accessible, non-visible or non-standard (i.e. greater than 35mm in diameter) pipework
- Repairing or replacing open flues and their terminals or flues over one metre in length
- Replacing or topping up your system inhibitor unless we've removed it
- Resetting your controls or replacing the batteries
- Repairs to steel gas supply pipes, or any gas supply pipes that are not visible or accessible.
- Work on any connected underfloor heating system (unless specifically covered through our WarmFloors Plan (see 3.3).
- Work on another heat source, for example warm air units, electric boiler, combined heat power units, air source heat pumps or ground source heat pumps.
- All other general exclusions in Section 7.

3.2.3 Claim Limits

- The Gas Care Premium Plan covers all call outs and repairs up to a claim limit of £700 inc. VAT per annum.

3.3 WarmFloors Plan

3.3.1 What's covered

- An annual inspection of your underfloor heating system, including;
- Checking manifold, actuators, valves, mixer valves and any motorized valves for leaks and correct operation.
- Checking and recording of flow rates.
- Pressure checks
- Checking circulating pumps for correct operation.
- Checking system interlock.
- Testing of electrical system and controls.
- Checking and topping up inhibitor levels.
- Thermographic survey.
- System health report.
- Replacement washers and seals
- Flushing, if deemed necessary by our engineer to aid performance of the system.

3.3.2 What's not covered

- Replacement parts
- Damage caused by limescale, sludge or other debris – if we've told you before that you need to carry out repairs, improvements, but you haven't done so.
- Drainage systems.
- Work on any connected heat source, water tank, cylinder, or secondary circulating pumps or booster pumps, unless specifically included in your product plan.
- Work on any other plumbing or hot water system.
- Fixing your showers, their parts and shower pumps
- Any controls that are internet controlled, designed specifically for your heat source or swimming pool.
- Non-accessible, non-visible or non-standard

(steel, iron, lead or non-approved plastic) pipework

- Resetting your controls or replacing the batteries
- Repairs to steel gas supply pipes, or any gas supply pipes that are not visible or accessible.
- Repairs to any parts that do not affect how the underfloor heating system operated, or any decorative or specialist parts.
- All other general exclusions in Section 7.

3.4 Green Plan

3.4.1 What's covered

An annual inspection of your air source heat pump, including;

- Checking of casing, coils, compressor, condensate, evaporator and pipework for leaks and correct operation.
- Checking and recording of flow and return rates.
- Pressure checks
- Checking pump, motor and valves for correct operation.
- Checking system interlock.
- Testing of electrical system and controls.
- Checking and recording of anti-freeze levels.
- Combing and straightening of fins
- Removing debris, cleaning and washing down all external parts, condenser and evaporator fins, drain and drip traps.
- Thermographic survey.
- System health report.
- Replacement washers and seals
- Balancing and tuning.

3.4.2 What's not covered

- Accidental damage
- Annual hot water cylinder service, unless specifically added to your product plan.
- Breakdown and repair of your plumbing and hot water distribution system.
- Blocked drains
- Drainage Systems
- Fixing your showers, their parts and shower pumps
- Incidents where you have previously been advised to take preventative measures, or maintenance that has not been carried out
- Any controls that are Internet controlled, designed specifically for underfloor heating or swimming pools
- Non-accessible, non-visible or non-standard pipework
- Repairing frozen pipes
- Resetting your controls or replacing the batteries
- Work on any connected underfloor heating system (unless specifically covered through our WarmFloors Plan (see 3.3).
- Work on another heat source, for example warm air units, electric boiler, combined heat power units, air source heat pumps or ground source heat pumps.
- All other general exclusions in Section 7.

4.0 Clients Obligations

4.1 Changing your address

If you move to a new home, you need to tell us as soon as possible. We'll cancel your agreement at the old address and we can start a new agreement at your new address if you wish to continue with cover. First Service charges may apply.

Your premium will be reassessed at your new property. If you don't want to start a new agreement at your new address, your old agreement will be cancelled, and cancellation charges may apply – see cancellation charges section for more information.

4.2 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 part of your heating system 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 heating system we may need to cancel or amend your product.

4.3

Missing payments under your agreement

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

If you don't pay us money you owe, we or our agents will contact you to recover the money. You agree we can take action to recover money that you owe, including by: using money that we owe you (for example any credit balance you have with us) selling your debt to a third party.

4.4

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. Cancellation charges may apply.

4.5

Authority to carry out work

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 and you must ensure you obtain any job sheets or advice that the engineer leaves with that person.

If you are a tenant, it is your responsibility to ensure that you have obtained the relevant consent from your landlord to enable you to give instructions to our engineer and that you pass any job sheets or advice from the engineer back to the landlord.

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

4.6 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 heating system, you'll need to arrange and pay for someone else to remove it and give you a Certificate of Reoccupation which we'll need to be provided before we continue any work.

4.7 Under warranty

If your heating 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.

4.8 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.

4.9 Manufacturer's security instructions

It's your responsibility to follow manufacturer password security guidelines and advice as well as other manufacturer security instructions (including, but not limited to, complying with any firmware and software update notifications) related to internet or mobile connected devices which are used to communicate with heating systems covered under this agreement.

5.0 Visits

5.1 First service

If your product includes a first service, we will carry out your first service as soon as we can after the start of your agreement. In periods of high demand (such as cold weather), we prioritise breakdowns and may need to postpone your first visit.

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.

At the first service our engineer will check that your boiler or air source heat pump is on our approved list and your heating or ventilation system 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:

- advise 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 products.

5.2 Annual service

We'll contact you or your authorised contact to arrange your annual service and will remind you if you haven't booked within a month. It is your responsibility to book an annual service visit with us if it's your first service.

If you fail to book an annual service visit within your contract period or are not at the property when our engineer visits, we won't refund the cost of the missed annual service.

Your annual service may be more or less than 12 months after your last service visit. In periods of high demand for our services (such as cold weather), we prioritise breakdowns and may need to rearrange your annual service. Your first service counts as an annual service visit.

If we've already carried out a first service, an annual service or installed a new boiler at your address in the last twelve months we won't carry out a first service.

5.3 Tenants or letting agents arranging visits

Your tenants or letting agents can contact us directly to arrange an engineer's visit. In this scenario, it remains the landlord's responsibility to obtain any job sheets or advice that the engineer leaves with that person.

5.4 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.

5.5 Engineers

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

6.0 Repairs

6.1 Claims within the first 14 days

We won't repair or replace any part of your heating system within the first 14 days of the product start date.

6.2 Response times

We assign one of three categories to help prioritise our work:

6.2.1 Emergency - where there is no heating and/or hot water causing a medical risk to someone living in the property or an uncontrollable leak causing property damage. We aim to get an engineer to you the same or next working day.

6.2.2 Priority - where there is no heating and/or hot water or a containable leak not causing property damage. We aim to get an engineer to you within two working days.

6.2.3 Standard - which covers all other faults, we aim to get an engineer to you within five working days.

6.3 Excess or fixed fee

Your statement shows how much excess or fixed fee you've agreed to pay each time we complete a repair; whether;

- you report a fault to us;
- 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.

6.4 Safety advice

From time to time, we may tell you that your heating system needs permanent repairs or improvements that aren't covered by your agreement to keep it 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.

6.5 Getting access and making good

All serviced components of the heating system should be easily accessible for inspection and maintenance in accordance with manufacturers guidelines.

We won't be responsible for repairing any pre-existing damage, nor will we replace or restore the original surface or coverings, for example, tiles, floor coverings, decoration, grass or plants.

6.6 Replacement parts

We'll try to get parts from the original manufacturer or our approved suppliers. We'll try to provide replacements with similar functionality but not necessarily the same features or an identical make and model or type of fitting.

If we can't get hold of the parts we may need to cancel your agreement (or part of it).

If we've agreed to cover your heating system, but warned you that it might be difficult to find replacement parts, we'll do what we can, within reason, to repair it.

6.7 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. You can speak to Citizens Advice or Trading Standards if you want independent advice about your consumer rights.

6.8 Powerflush

Over time, heating systems build up sludge that can block or narrow your pipes, radiators and boiler parts.

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

7.0 General exclusions

7.1 The beneficiary

Nobody other than you can benefit from your agreement.

7.2 Cash in lieu

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

7.3 Domestic use

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

7.4 Pre-existing faults

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

- were already there when your boiler, appliance, air source heat pump, or system was installed;
- existed when you first took out the product;
- we've told you about before and you haven't fixed, or, if the work has been completed by a third party, where work, in our opinion, has not been completed to a satisfactory standard;
- we couldn't reasonably have been expected to know about before, for example, faulty pipes that don't have the correct protection, or which are buried under concrete floors; or
- prevent access because a part of your system has been permanently built over.

7.5 Work carried out by anyone but us

We won't cover any damage you've caused. If anyone other than us carries out any work on your heating system and damages it, or that work has not been completed properly, your cover doesn't include putting that right. Your cover doesn't include any work carried out by anyone but us unless such work has been approved and authorised by us.

7.6 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 the cause of the damage.

7.7 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.

7.8 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.

7.9 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.

7.10 Software, internet communications or radio signals

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 controls or appliances covered under this agreement.

7.11 Communication connections

We're not responsible for your internet connection nor the data transmission to, or from any component of your heating system. We're not responsible for repairing or replacing any network hub, smart speaker or voice-controlled equipment or any smart functionality.

7.12 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 heating system breaking or failing unless we caused it, deterioration or wear and tear, settlement or shrinkage. We're also not responsible for any losses incurred as a result of delayed, rearranged, or cancelled appointments or failure to have a CP12 in place.

7.13 Steel or iron pipes

We won't repair or replace steel or iron pipes.

7.14 Energy/central heating management systems

We won't repair or replace energy or central heating management systems.

8.0 Complaints

8.1 Making a complaint

To make a complaint, contact us using the contact details provided in the 'Contact Us' section.

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.

9.0 Disputes

9.1 Disputes Process

In the event of any disputes, each party agrees to engage in mediation as the first course of action. If mediation fails to resolve the dispute within 90 days, the parties will then proceed to arbitration, conducted in accordance with the Chartered Institute of Arbitrators (CI Arb), and judgement upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Each party shall bear its own costs associated with the dispute resolution service.

10.0 Cancelling your agreement

10.1 How to cancel

To cancel your agreement, contact us using the contact details provided in the 'Contact Us' section.

10.2 Cooling off period

You have a cooling off period of 14 days. If you cancel the agreement in your cooling off period, we'll give you a full refund if no works have been undertaken during this period. If we've done work for you in the cooling off period, cancellation charges will apply.

10.3 Cancelling after 14 days

If you cancel after the first 14 days of your agreement, we will cancel your agreement at the end of the month in which you notify us. We will then provide a refund of any money you have paid for the time left to run in your current period of agreement, unless we have carried out work, in which case a cancellation charge will apply. The cancellation charge shall be calculated as the cost of any work we have carried out, or attempted to carry out, during the period of agreement, calculated using our standard rates.

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 contact 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 will be liable to pay cancellation charges.

10.4 Cancellation charges

If you or we cancel your agreement and we've already completed work for you since you bought or renewed an agreement, you will have to pay cancellation charges. These will be calculated using our standard rates.

10.5 How 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;
- your product does not include a first service and we find a pre-existing fault at your first breakdown;
- we can't find the parts we need to repair your boiler, appliance or system, despite our attempts;
- you engage in unacceptable behaviour, such as persistently raising spurious and/or unfounded complaints;
- 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;
- you don't let us in to your home or property to work, despite several attempts;

- we tell you to make permanent repairs or improvements, but you don't; or
- you don't make your payments.

We'll email or write to you to collect the money you owe. If we don't hear from you or 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 have to pay cancellation charges which will be calculated using our standard rates.

If we cancel your agreement we'll refund you for the rest of the time you've already paid for. If we've completed a repair, installed any replacement parts, or an annual service, since you bought or renewed your agreement or product, you may have to pay cancellation charges or the balance for the remaining term. 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, in which case you may have to pay cancellation charges.

11.0 Force Majeure

11.1 Force Majeure event

A party shall not be in breach of this agreement, nor liable for any failure or delay in performance of any obligations under this Agreement arising from or attributable to events beyond its reasonable control ("Force Majeure Event") including any labour dispute, pandemic or public health crisis provided always that no party shall utilise the occurrence of a force majeure event as a means of avoiding the obligation to make payment to the charges, which shall remain payable.

11.2 Termination in the event of a Force Majeure

The force majeure event prevents provision of the services for a continuous period of more than three (3) months, either party may terminate this agreement by giving seven (7) days written notice to the other Party.

12.0 Governing Law

12.1 Governance

These terms and conditions and any contracts between you (the customer) and us (Leodis Plumbing & Heating Limited, trading as the Good Heating Company) are governed by English law.

13.0 How to make a claim

For a breakdown or repair, please contact us on 0800 4647 966 or 0113 306 1050. Option 2.

Smell gas?

If you think you have a gas leak you **MUST** immediately call the National Gas Emergency Service on 0800 111 999.

The National Gas Emergency Service will attend your property and isolate the leak.

CONTACT US



0800 46 47 966



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thegoodheatingco.com



The Good Heating Company is a trading name of Leodis Plumbing & Heating Limited.
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