

Terms and Conditions for your one-off home improvements and repair service

At British Gas, 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 British Gas Services Limited is the data controller of your personal data. Although our Privacy Notice does not form part of the contract between you and British Gas Services Limited, 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 britishgas.co.uk/privacy

1. Your agreement

These terms explain how we'll carry out the work we've quoted you for, the terms of your agreement with us, how to cancel the work and how to make a complaint. Please read them carefully.

Your quote

Your quote is valid for 28 days from the date we give it to you. If you don't accept your quote in that time but change your mind later, we may need to give you a new quote.

2. The work

We'll complete the work included in your quote with due skill and care, and in accordance with industry standards. We'll provide replacements with similar functionality, although these may not have the same features or be 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 and get parts from the original manufacturer or our approved suppliers. In the case of internet or Wi-Fi enabled boilers, appliances or parts, replacements will only be from the British Gas or Hive range or other conventional (non-internet-connected) products.

We'll not carry out the work if:

- Suitable parts are unavailable; or
- Your boiler, appliance or system is not included on our approved list.

Who will do the work

Normally, we'll send a British Gas Engineer to carry out the work. In some cases, we may send a suitably qualified contractor instead (including Dyno branded franchisees).

When we'll do the work

We'll start the work on the time and date we agree with you when you accept the quote. Unless we agree otherwise, work must begin within 90 days of your acceptance of the quote and be done during our normal working hours (8am to 6pm Monday to Friday).

3. What is not included

Unrelated faults

Your quote is only for the work we've already agreed with you. We'll quote you separately for other work needed for unrelated faults. This may happen if, for example:

- You've called us about a boiler breakdown but also ask us to fix a leaking radiator;
- You've called us about an electrical upgrade but work is also needed to make your electrical wiring safe;
- You've called us about a problem with your fuse box but ask us to fix a faulty light fitting; or
- You have called us regarding a leaking pipe but ask us to fix a blocked drain.

We'll agree any additional costs with you and provide you with an updated or additional quote before starting work.

Additional necessary works

Unless specifically set out, the charges we quote you don't include the following:

- Any improvements needed to your heating, plumbing system or electrical installation, including a Powerflush, or any work needed to bring these up to current standards;
- Any work or repair to the fuse box's mains supply;
- The cost of materials and labour needed to gain access to your system, such as pipes or wiring buried in walls or built-in appliances; or
- Lifting carpets or other floor coverings before we can start work, or replacing them once we've finished.
- The charges quoted for plumbing and drains repair and cover don't include initial repairs to water supply pipes and cylinders (although these will be covered by your policy going forward).

You may decide to call a specialist contractor to do this work for you, or we might be able to do this for you at an extra cost which we'll agree in advance.

4. General Conditions

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.

Payment

Any deposit shown on your quotation must be paid when you accept your quote. You'll need to pay the balance we've quoted you once we've finished the work, unless we've agreed you can pay in instalments. We may pre-authorise payment for the full amount of the quote when you accept it.

12-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.

Reasonable timescales

We'll give you our best time estimate for doing the work and we'll do our best to keep to this, unless something beyond our control makes that impossible – in which case we'll let you know as soon as possible and arrange a new time.

Getting into your home

Our engineers will only work in your home if there's someone 18 years old or older there at all times. It's your responsibility to give us access to your home. If we can't get access, we won't be able to complete the work and you'll need to contact us to arrange another appointment.

Working in dangerous 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 the safety earthing arrangements in your home don't meet the standards set out in the current institute of Electrical Engineers Regulations, we'll tell you what work needs to be done to fix this and agree a cost with you. We may not be able to start the work we've quoted for until this work is completed – the engineer who visits you will make this decision.

If any asbestos needs to be removed before we can work in your home, 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.

Permissions and consents

It's your responsibility to get any permission needed for the work, as we don't accept liability for unauthorised work, e.g. if you don't own the property, you'll need to get the owner's permission first, or if the property is a listed building you may need planning permission. You'll be responsible for any losses or costs to us if claims are made against us for work carried out without the proper permission.

Design or existing faults

We won't be responsible for the cost of repairs, or gaining access to make repairs, if there are design faults (unless we're responsible for the design faults). We also won't be responsible for faults which existed before we gave you a quote, faults which we've told you about on a previous visit, or faults which we couldn't reasonably have been expected to know about when we gave you the quote.

Other loss or damage

We'll do our best to carry out the work without causing unnecessary damage to your property, but you accept that the work (including removing or dismantling any existing fixtures and fittings) may cause damage. We'll repair any damage we cause in getting access to your boiler, appliance or system by replacing items such as cabinets or cupboards that we've removed and by filling any holes we've made and leaving a level surface – but we won't replace or restore the original surface or coverings, for example tiles, floor coverings, decoration, grass or plants. If the original surface or construction was damaged as a result of any prior fault with your system, for example a water leak, we'll not replace the original surface.

Water supply and pressure

We won't be responsible for your central heating, plumbing or drainage system not working properly because you don't have enough water supply, or the water pressure is variable.

5. Specific Terms

5.1 Gas works

Adequate gas supply

You'll need to make sure there's an adequate gas supply coming through to your property before we start the work. We can put you in touch with a gas transporter if you need to arrange this.

Subsequent faults and damage

If your central heating system develops a fault after we've connected new equipment to it, we won't accept liability for the cost of repairing or replacing parts. This is unless we've worked in a negligent way that caused the fault.

Appliance flues

Repairing or replacing flues isn't included. We'll agree an extra charge with you for replacing your flue or cleaning blocked flues before starting work.

Immersion heater

If we replace an existing hot water cylinder, we'll try our best to reinstall your immersion heater if possible. If we can't do this, we'll agree an additional cost with you to supply and fit a replacement immersion heater.

5.2 Plumbing and drains work

You'll need to make sure we have clear access to drains and manhole covers, and a supply of mains electricity and water. If this isn't provided to us, you may be responsible for any extra costs to us for any additional work as a result.

6. Payment Plans

We may offer you the option to pay for the work using a payment plan where the value of the work is between £250 and £1,200. Please note that where we offer payment plans as a payment option, they are subject to a combined maximum amount of £1,200 per customer.

If you choose to take out a payment plan, you agree to make 12 payments of an equal amount each month by credit or debit card for the duration of your payment plan. We won't charge any interest or charges if you make each of your payments on time.

You must pay your first monthly payment at the point of purchase. Your payment plan will begin at the point of purchase and will continue for 12 months, unless you tell us you want to cancel it, or we cancel it. If you or we cancel your payment plan after your cooling off period and before the 12-month period ends, the remaining balance of your payment plan will become immediately payable.

We may appoint a debt collection agency to recover the outstanding balance if you do not make your payments on time.

7. Making a complaint

To make a complaint:

- Call us on **0333 202 9832***
- Email us at: ServicesCustomerTeam@britishgas.co.uk
- Or write to us at:

Services Customer Relations
PO Box 699
Winchester
SO23 5AR

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. If you're not satisfied with our final response, or it's been more than eight weeks since we received your complaint, you may be able to take it to the Utilities ADR. For more information, visit [utilitiesadr.co.uk](https://www.utilitiesadr.co.uk)

8. Cancelling your agreement

You have 14 days from the date you accept your quote to cancel. Or if we've ordered parts for the job, you have 14 days from the date they arrive. This is your "cooling-off" period. You can ask us to start before the cooling off period ends, but if you then cancel after we've started, we'll charge you for any work we've already done.

If you no longer want the work to go ahead, please call us on **0333 200 8899**

*We may record calls to help improve our service to you. Call charges to 03 numbers will cost you no more than 01 or 02 numbers, please check with your phone provider. British Gas is a trading name of British Gas Services Limited. Registered in England and Wales (No. 03141243). Registered office: Millstream, Maidenhead Road, Windsor, Berkshire SL4 5GD.
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