Help-Link .co.uk Cover Plan Application Form

Customer Details

	Title	First Name	Surname
Applicant 1			
Applicant 2			

Tel:	**Mobile:**
E-mail:	
Address:	
	Post code:

Is this a landlord appllication **Yes / No**

Address being covered (if different from above)**:**
Post code:

Boiler Details

Make				
Model				
If known:	Age	Yrs	Fitted date	/ /

Additional Appliances

1	**Cooker**		**Fire**		**Other**	
Make						
Model						
If known:	Age	Yrs	Fitted date	/ /		
2	**Cooker**		**Fire**		**Other**	
Make						
Model						
If known:	Age	Yrs	Fitted date	/ /		

Type of cover required

01 Heating ☐ **02 Boiler Only** ☐ **03 System only** ☐

Include annual service **Yes** ☐ **No** ☐

Method of Payment

Cheque / Card **Full year in advance** ☐

Direct Debit **Monthly** ☐ **or Quarterly** ☐

Customer Signature:	**Date**
	------ / ------ / ------

Customer Declaration: I hereby apply for the above Boiler Cover Plan in accordance with the terms and conditions. I can confirm that, to the best of my knowledge, the information I have given is correct and the appliances listed are in good working order.

Please tick if you do not wish to receive information on other services and products. ☐

Help-Link UK Office Use Only : COVER CODE:						/			A	

Ver01.22.01.2010

Help-Link .co.uk Direct Debit Form

Instruction to your bank or building society to pay by Direct Debit

DIRECT Debit

Please fill in the form and send to:
Help-Link UK, Rosedale House, Carrwood Road, Glasshoughton, WF10 4SB

Name and full postal address of your bank or building society

Service user number

4	1	1	8	6	8

To: The Manager — Bank/building society

Address

Postcode

Name(s) of account holder(s)

Branch sort code

Bank/building society account number

Reference

Instruction to your bank or building society

Please pay Help-Link UK Limited Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Help-Link UK Limited and, if so, details will be passed electronically to my bank/building society.

FOR HELP-LINK UK LIMITED OFFICIAL USE ONLY
This is not part of the instruction to your bank or building society.

Signature(s)

Date

Banks and building societies may not accept Direct Debit Instructions for some types of account.

Other Information

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Voucher Code (if applicable) .....

Please return this form to:

Help-Link UK Limited, Rosedale House, Carr Wood Road, Carr Wood Industrial Estate, Castleford, WF10 4SB.

Return this section to Help- Link UK

Cut Here

Help-Link .co.uk Summary Terms and Conditions

1. **Levels of cover**

All prices include VAT

Plan No.	Cover Plan Description	Annual Service Not Included: Monthly DD	Annual Service Not Included: Annual Fee	Annual Service Included: Monthly DD	Annual Service Included: Annual Fee
01	Heating	£12.99	£155.88	£15.99	£191.88
02	Boiler Only	£9.99	£119.88	£12.99	£155.88
03	System Only *	£4.99	£59.88	£7.99	£95.88

*Only applies to Help-Link UK installations where the boiler is under guarantee for repairs with the manufacturer.

2. **Payments**
   - 2.1 Payment can be made
     - 2.1.1 annually in advance by cheque or card
     - 2.1.2 monthly by Direct Debit
   - 2.2 Direct Debit payments will be taken on or after 3rd of each month.
3. **Period of cover**
   - 3.1 The cover plan is valid for a period of one year from date of acceptance subject to all payments being received as and when they fall due.
4. **Condition of boiler and appliances**
   - 4.1 Acceptance on to the cover plan does not warrant the appliance meet all current legal installation requirements
   - 4.2 Help-Link reserve the right to refuse cover after the initial inspection
5. **First visit inspection**
   - 5.1 Acceptance on cover is subject to passing a first visit inspection, if the first visit inspection fails a full refund will be given for any payments made providing no other work has been carried out. We may specify exclusions and where existing faults or upgrades are needed we may specify that works must be carried out before we pass the first visit inspection.
6. **Parts and components**
   - 6.1 New parts and components will only be fitted where old ones are uneconomical to repair.
7. **Exclusions**

   The cover plan does not include:
   - 7.1 The cost of repairs required due to design faults or faults which existed prior to the commencement of this plan
   - 7.2 Any part of the system (including flues, pipes, ducts and wiring), which are inaccessible in line with the current Health and Safety standards.
   - 7.3 The gas supply pipe from the meter to the boiler
   - 7.4 All domestic water supply pipes, pumps, cold water tanks, taps, showers and their associated controls, pumps and booster pumps and all energy management systems and associated equipment
   - 7.5 Damage caused by fire, lightning, explosion, flood, storm, freezing weather conditions or changes to or failure of any utility supply
   - 7.6 Any loss suffered due to a delay in the provision of spare parts by suppliers
   - 7.7 Adjustments to time and temperature controls.
   - 7.8 Costs arising from not following the manufacturer's instructions
   - 7.9 Cosmetic damage, accidental damage, theft, attempted theft and malicious damage
   - 7.10 Repairs necessary as a result of not acting on previous recommendations from us to repair, upgrade or service your equipment
   - 7.11 Continuous call outs for intermittent faults that are not evident to the engineer on his visit.
   - 7.12 Costs protected by any manufacturers, supplier's, installer's or repairer's guarantee or warranty
8. **Cancellations**

   Help-Link UK reserves the right to cancel a boiler cover plan if any of the following apply:
   - 8.1 Payments are not made when due or returned direct debit are not brought up to date by other means within 45days.
   - 8.2 You have given false or misleading information
   - 8.3 You have acted against Help-Link UKs advice with respect to repairs required to make your system safe in light of current regulations.
   - 8.4 Work by a third party on the system causes fault or breakdown
9. **Complaints**
   - 9.1 Exceptionally, from time to time circumstances arise where problems can occur giving arise to a complaint. If you wish to make a complaint to us concerning our performance you must write to us at the address stated in Paragraph 1 above setting out details of the complaint and we will let you have a written response within 28 days

Full Terms and Conditions can be found on our website and a copy will be sent out with your welcome pack.

The terms and conditions included are incorporated in the Contract between you and Help-Link UK Limited.
Help-Link UK Limited, Rosedale House, Carr Wood Road, Carr Wood Industrial Estate, Castleford, WF10 4SB.
Company Registration number 3527087. Registered in England. Telephone number 0800 91 54321

The Direct Debit Guarantee

DIRECT Debit

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Help-Link UK Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Help-Link UK Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit, by Help-Link UK Limited or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society

  If you receive a refund you are not entitled to, you must pay it back when Help-Link UK Limited asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us

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Customer to keep this section