

Winn's Plumbing & Heating Terms of Use.

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Welcome to Winn's Plumbing & Heating Terms of Use! If you are reading this now it's most likely that you have signed up to one of our cover plans, and if so then we would like to thank you as we know there are many alternatives and you didn't have to choose us!

Below we have listed important legal terms that apply to anyone who visits our website and uses our services. These terms are necessary in order to protect both you and us, and to make our services possible for everyone. Winn's Plumbing & Heating offers a high quality cover plan service, however some of the terms below may not be relevant to the specific services you require.

We understand that the terms and conditions can be exhausting to read, and we've tried to make reading them more pleasant. If you have any suggestions on how we can improve them, you are more than welcome to contact us at info@winnsplumbing.co.uk

1. Introduction

1.1. Our Aims:

Our aim with the cover plans that we provide is to a high quality plumbing, drainage and heating service that covers you when you need help the most, all at a much more affordable price. Whilst doing all of this we are trying to recreate a trust between the public and tradesmen as there has

been an ever growing force of rogue traders and it creates a divide between the public and trade service. This casts a shadow over the whole industry and now customers always feel like they are going to be ripped off or that there is loads of “catches”, we would like to try and change this. However when there is a demand for service there has always got to be rules and regulations to keep things in order, otherwise these services would just fail eventually. Please read the terms of use we have created and we hope you genuinely feel happy with everything we provide under these covers. If you have any queries on anything to do with either cover plans please contact us through our messaging system on our website, info@winnsplumbing.co.uk or at 07414937242 and although it will be at our sole discretion we will try our best to be reasonable and come to an agreement if possible.

1.2. Legal Terms:

By visiting our website or using our services, you are entering into a legal agreement with us, consisting of these Terms of Use, and our additional services legal terms. By using our services, you give your consent to these terms and you acknowledge that you have read our Privacy Policy. You may not use our services if you do not consent to all our terms.

2. Your Obligations:

2.1. You agree to the following:

You must be 21 years of age minimum to be able to take out one of our cover plans. You must be the owner of the property or be able to get consent from the owner to take out one of our cover plans and also for works to be carried out. You must not have any other service plan, home insurance cover or cover plan that is similar to the one we are providing otherwise all claims will be invalid. You must also commit to making the monthly payments on time otherwise your cover

will terminated. When making a claim please ensure you provide as much information as possible by any means necessary, photos or videos for example.

3. Feedback:

3.1. Your feedback and suggestions.

At Winn's Plumbing & Heating we welcome all complaints, feedback and suggestions and we take them all seriously too. If you do decide to provide us with any complaints we will deal with them immediately to resolve the issue, no matter how big or small it is. If you wish to make a suggestion please email us at info@winnsplumbing.co.uk with your name and address so we can offer you 1 month of your cover plan for free if we decide to use the suggestion you have made. If you would like to leave feedback then we would love to hear it, you can leave it on our checkatrade profile at <https://www.checkatrade.com/WinnsPlumbingAndHeating> or on our website at www.winnsplumbing.co.uk

4. Cover Plan fees.

4.1. One-Time Payment and Standing orders.

At Winn's Plumbing & Heating we offer two ways to pay for our cover plan costs, the first way is a one-time lump sum payment of either

- £120 for the annual subscription to the Standard Plan
- £240 for the annual subscription to the Premium Plan

The second way of paying is by Standing order, a simple standing order will be setup at the cover plan start date. This will be £10 for the Standard Plan and £20 for the Premium plan. Details that

the money will be payable will be discussed after the checklist has been carried out to ensure the system is completely up to date.

4.2. Discounts On Labour not covered by service plan.

If there is a time where you need work carried out that is not covered by your service agreement we understand that you are a very loyal customer which is why we will offer you a 15% discount on all labour costs if you are on the standard plan, and an increased rate of 30% discount on all labour costs if you are on the premium plan.

4.3. Excess fees

When making a claim there is an excess fee to be paid for works to be carried out of £50 per claim. Please note that this excess fee has to be paid before any works are carried out and if you refuse to pay it there will be an extra £20 fee applicable for wasting engineers time. Also please note that this is not a callout and there isn't any call out charges, the excess fee will only be payable if works are needed to be carried out, so please don't hesitate to contact us thinking if we have to visit the property to check that you will have to pay regardless and this is not true.

4.4. Sign up costs.

Please note that there are no sign up costs and we don't intend to ever have such a thing, however upon signing up to either plan we will conduct a thorough inspection of your plumbing, heating and drainage system according to which plan you have, and we will fill out a detailed checklist with all components with pictures/videos and the condition of them too. At the end of the inspection assuming everything is okay we will ask for your signature to confirm you have allowed us to do the inspection and that everything we have noted and found is true and matches the state of the item/object in real life. However if there are components of your system that are not up to our standards of what we deem "in good condition" then you will have to have work carried out to ensure that this is rectified. Whom you chose to rectify the issue is entirely up to you but

please note we have the option of signing an agreement term that guarantees us that you will sign up to either of the plans that you were originally going to choose. If it was the Standard Plan we will offer you a 15% discount on the labour required for these works to be carried out. If it was the Premium plan that you were looking to join then we will offer a 30% discount on the labour required for these works to be carried out. Please note that if you choose the premium plan on the agreement term, when the works are carried out you may not change to the standard plan for 6 months from the date the agreement was signed. If you wish to cancel the premium plan after this agreement term has been signed you may not sign up for the standard plan for 6 months.

5. Cancellation.

5.1. Cooling off period.

When you sign up to either of our cover plans you have a 14 day money back guarantee period where we will issue a full refund of the months fee you paid at the start.

5.2 Cancellation after cooling period

After your cooling off period has finished you are no longer entitled to a refund. However we are taking a step forward from other companies to benefit our clients by allowing you to join and leave completely when you please. This means that if you join on the 1/1/2020 for example you can leave three weeks later, three months or three years later it's entirely up to you as long as you don't violate any of our terms and conditions. However it is vital that you understand that if you make a claim in the first six months starting from the contract start date you will have to pay for the first six months payments before you can leave.

5.3. Cancellation by Winn's Plumbing & Heating

Winn's Plumbing & Heating has full rights to cancel a cover plan with a client if the client has violated any of the terms and conditions or in any manner tries to injure any members of staff.

6. Exclusions.

6.1. Boiler parts.

It is vital that you know that when making a claim for a boiler breakdown, we can only cover the cost of labour and all parts will be payable by you or the property owner. We will also only use manufacturers parts and will always quote you a price for the parts as we have to supply them ourselves for safety reasons but we do this at the cost of the part paid by you.

6.2. Kitchen taps

When claiming for a dripping tap or a new tap change please note that every tap cannot be fixed. This is normally when the tap has a ceramic cartridge because they are all slightly different and unique to themselves. In the case where a tap needs repairing and it cannot be repaired, a new tap will be required. We provide a standard kitchen mixer tap which has a 5 year warranty and this is completely free of charge under your cover plan. We understand that you may not wish to have a tap of our choice and that you might want a higher end tap to suit your kitchen and if this situation happens we are willing to provide a contribution of £40 towards the new tap.

6.3. Smart Thermostats and programmers.

When a room thermostat or programmer stops working or starts having intermittent faults we will try to repair but normally a new unit will be required. Please note that smart thermostats will not be covered, unless you purchase the new unit then we will happily fit the new unit if it is a straight swap. We will replace with a model of our choice that will perform to the exact same standard.

6.4. Components on a central heating.

When we perform the initial checks at the start of the programme we will note down every component on your central heating system, if you have very expensive components such as radiator valves or radiators etc we will replace them for a quality that will last but it will be at our sole discretion whether you will get the same replacement.

6.5. Showers, sanitary ware and silicone.

Unfortunately we don't currently cover showers as they are generally very expensive to fix and parts can be hard to get hold of. If you let us know we would be more than happy to assist in helping source new parts or replace the shower with the reduced labour costs. With regards to sanitary ware there is such a variation in products and pricing etc that we cannot cover for this as we hope you understand it would not be economically viable for us. The same applies to silicone due to the different colours and amount needed varies on each job.

7. Invoices

7.1. When you will receive an invoice

You will receive an invoice via the email you provide at the start of the agreement when any work is carried out, this invoice will detail any labour work carried out at a cost, any works carried out that are covered by the plan and also it will detail the £50 excess fee payable by you.

Finally The Boring Stuff Is Out Of The Way.

8. What is Covered with both Plans.

Our Standard Plan (£10 per month) Includes the following :

- Any problems with domestic internal drainage blockages that doesn't require removing permanently fixed materials (boxing etc)
- Replacing /fixing ballcocks
- Removing airlocks from the system
- Replacing/fixing Syphons
- Replacing/fixing Flush Valves
- Repairing general leaks from any of the plumbing system unless it is deemed unrepairable (rare)
- Replacing/fixing Filling Valves
- Replacing/repairing overflows from toilets/tanks
- Replacing/repairing any isolation valves or drain-off valves provided they aren't on the central heating system

- Replacement of immersion heaters like for like unless it is deemed doing so will split the cylinder. Further discussion will be required on site if this is the case
- Repairing Dripping Taps
- Repairing Tap spouts
- Replacing Taps according to (section 6.2)
- Replacing Bath wastes
- Replacing Basin wastes
- Replacing Kitchen wastes
- Replacing Kitchen, Bath or basin traps (commonly referred to as U-Bend)
- Inspection of system if problem occurs intermittently but not when engineer is present at the property.

This is currently what our standard plan covers however there may be further additions to the plan in the future. We will inform you of any of these changes.

Our Premium Plan (£20 per month) Includes the following :

- Any problems with domestic internal drainage blockages that doesnt require removing permanently fixed materials (boxing etc)
- Replacing /fixing ballcocks
- Removing airlocks from the system
- Replacing/fixing Syphons
- Replacing/fixing Flush Valves

- Repairing general leaks from any of the plumbing system unless it is deemed unrepairable (rare)
- Replacing/fixing Filling Valves
- Replacing/repairing overflows from toilets/tanks
- Replacing/repairing any isolation valves or drain-off valves provided they aren't on the central heating system
- Replacement of immersion heaters like for like unless it is deemed doing so will split the cylinder. Further discussion will be required on site if this is the case
- Repairing Dripping Taps
- Repairing Tap spouts
- Replacing Taps according to (section 6.2)
- Replacing Kitchen, Bath or basin wastes
- Replacing Kitchen, Bath or basin traps (commonly referred to as U-Bend)
- Inspection of system if problem occurs intermittently but not when engineer is present at the property.
- Recurring full Boiler service annually
- Initial health check
- Powerflush if deemed necessary
- Central heating Pump
- Two or Three Port Motorised Valves
- Landlord certificate (Only Gas Boilers Currently)
- Carbon Monoxide Test
- Carbon Monoxide alarm replacement if needed

- Full Inspection of Central Heating System
- TRV's (thermostatic radiator valves)
- Lockshields and wheelhead valves for radiators
- F&E (Header Tank) Cleanse if needed
- Pipes and fittings
- Repairs to Natural Gas Boilers (Labour Only. Refer section 6.1)
- Thermostats (Refer to section 6.3)

9. Parts & Labour

9.1 Parts & Labour

Unless stated otherwise our plan covers you for parts and labour on everything. The parts will always be selected by the engineer on the day and recommendations will not be accepted unless you are willing to pay full price for the parts and labour for the works to be carried out. The reason we select parts is we have trialled and tested hundreds of products so know which ones work and are worth having and are still doing so as the market continues to grow. Also we dont know if the parts would be safe to fit if they are not provided by us and we would not be able to resolve if a problem arose.

This is our up to date terms of use If you have any queries please contacts us on

info@winnsplumbing.co.uk or 07414937242

Many Thanks and we look forward to hearing from you.