

Terms of our Care Plans



PLUMBING & HEATING
RENEWABLES



General Conditions

Last Updated: 09/07/2025

These Terms and Conditions govern the agreement between **TN Plumbing & Heating** ("we," "us," or "our") and the customer ("you," "your") for the provision of our **Plumbing & Heating Care Packages** ("Care Package(s)," "Plan(s)," or "Service(s)"). By subscribing to a Care Package, you accept these legally binding terms in full.

1. **Introduction**
 - 1.1 **Scope of Agreement**
 - This agreement applies to the provision of plumbing and heating maintenance services under the TN Plumbing & Heating Care Packages.
 - 1.2 **Legal Standing**
 - By purchasing a Care Package, you confirm that:
 - You are the **legal homeowner or landlord** of the covered property.
 - The property is a **residential dwelling** (not a commercial or industrial site).
 - The plumbing and heating systems covered under the agreement are **installed in accordance with UK Building Regulations** and are in safe, working condition at the time of sign-up.
 - 1.3 **Contract Duration**
 - Your Care Package is an **ongoing subscription** with **automatic renewal** unless cancelled in accordance with Clause 8.
 - Minimum contract term is **12 months** unless otherwise specified.
2. **Working Hours & Emergency Call-Outs**
 - 2.1 **Standard Working Hours**
 - Our standard working hours are:
Monday – Friday 8:00 AM – 5:00 PM
 - 2.2 **Emergency Out-of-Hours Service**
 - Emergency call-outs **outside of working hours** are available for Platinum Care Package customers only.
 - Additional charges apply for emergency work outside standard hours unless included in your package.
 - 2.3 **Bank Holidays & Weekend Service**
 - Service is limited on **bank holidays and weekends** unless agreed in advance.
 - Any work carried out on weekends or public holidays will incur additional charges unless covered by your plan.
3. **Care Packages & Services Provided**
 - 3.1 **Available Plans & Features**
 - TN Plumbing & Heating offers the following subscription plans:
 - **Priority Care Package** – Entry-level plan including an annual boiler service and 72 business hour response time.
 - **Premium Care Package** – Mid-tier plan covering broader plumbing and heating maintenance with a 48 business hour response time.
 - **Platinum Care Package** – Comprehensive coverage with a 12 business hour emergency response, included callouts, and priority service.
 - 3.2 **Service Coverage**
 - Each Care Package includes services as outlined in the plan descriptions on our website.
 - 3.3 **Exclusions from Coverage**
 - The Care Packages also **do not cover**:
 - **Boilers over 10 years old** unless inspected and approved at sign-up.
 - **Pre-existing faults** or systems installed without compliance to UK regulations.
 - **Damage caused by negligence, misuse, or third-party interference.**
 - **Plumbing or heating systems not installed by certified professionals.**
 - **Underground pipework, external pipework, swimming pools, or outbuildings.**
 - **For the avoidance of doubt**, we may, at our sole discretion, decline coverage where any work, advice, or service — though undertaken by a qualified professional — is deemed, acting reasonably, to be inadequate, defective, or not fit for its intended purpose.
4. **Response Times & Callouts**
 - 4.1 **Guaranteed Response Times**
 - **Priority Care Package**: Response within **72 business hours**.
 - **Premium Care Package**: Response within **48 business hours**.
 - **Platinum Care Package**: Emergency response within **12 business hours**.
 - 4.2 **Callout Limits**
 - **Platinum Care Package** customers are entitled to **up to 3 included callouts per year**, with a total of **6 hours of labour**.
 - Additional callouts are chargeable at our standard rates.
 - Missed appointments without **24-hour notice** may result in a cancellation fee.
 - 4.3 **Limitations to Response Times**
 - We will make every reasonable effort to meet the guaranteed response times; however, service delays may occur due to:
 - **Extreme weather conditions or flooding.**
 - **Supply chain shortages of materials/parts.**
 - **Restricted access to the property.**
 - **Government-imposed restrictions or force majeure events.**
5. **Annual Boiler Service & Health Checks**
 - 5.1 **Included Services**
 - Each Care Package includes **one free annual boiler service**, covering:
 - Safety inspection of the **boiler casing, seals, and pipework.**
 - **Flue gas analysis** to check for carbon monoxide leaks.
 - **Cleaning and maintenance** of internal components.
 - **Pressure and gas flow tests** for system efficiency.
 - 5.2 **Customer Responsibilities**
 - You must **provide access** to the property for service appointments.
 - If you fail to provide access on the scheduled date, a **callout charge** may apply.
 - 5.3 **Exclusions from Boiler Servicing**
 - Repairs beyond the standard service.
 - Repairs to heating systems with **pre-existing faults**.
6. **Payment Terms & Subscription Renewals**
 - 6.1 **Payment Methods**
 - Payments must be made via **automated Direct Debit**.
 - Monthly subscription fees will be debited on the **same day each month**.
 - 6.2 **Missed Payments & Late Fees**
 - If a **Direct Debit payment fails**, we will attempt to **reprocess the payment up to 3 times**.
 - If payment is not received within **14 days**, services will be suspended and your payment plan will need to be restarted. To restart your plan, you will be subject to an administration fee of £150.00.
 - If non-payment continues for **30 days**, your plan will be cancelled, and any unpaid services will be billed at standard rates. Reinstating your plan after cancellation will also incur a £150.00 administration fee.
7. **Cancellation & Refund Policy**
 - 7.1 **Cooling-Off Period**
 - You may **cancel within 14 days** of sign-up for a **full refund**, provided no services have been used.
 - 7.2 **Cancellation After 14 Days**
 - If an annual service has already been carried out, the cost of the service will be deducted from any refund.
 - Any callouts used before cancellation will be chargeable at standard rates.
 - 7.3 **How to Cancel**
 - Cancellation requests must be **submitted in writing by the contract holder** via **email to info@tn-plumbing.co.uk**.
8. **Liability & Indemnity**
 - 8.1 **Limitation of Liability**
 - TN Plumbing & Heating **shall not be liable** for:
 - **Loss of earnings, business interruption, or consequential losses** arising from delays in service.
 - **Third-party damage** to plumbing or heating systems.
 - **Failure to provide services due to supplier shortages, force majeure events, or property access restrictions.**
 - 8.2 **Maximum Liability**
 - Our total liability for any claim **shall not exceed the total value of the Care Package paid by the customer in the previous 12 months**.
9. **Complaints & Dispute Resolution**
 - 9.1 **How to Make a Complaint**
 - If you are dissatisfied with our service, you may contact us via:
 - **Email**: info@tn-plumbing.co.uk
 - 9.2 **Resolution Process**
 - We will acknowledge complaints within **5 working days**.
 - A response will be provided within **14 working days**.
 - If further investigation is needed, we will keep you updated.
10. **Amendments to Terms & Conditions**
 - 10.1 TN Plumbing & Heating reserves the right to **amend these Terms** at any time.
 - 10.2 We will provide **at least 30 days' notice** before any significant changes take effect.
11. **Contact Information**
 - **Email us**: info@tn-plumbing.co.uk

01932 848 174

info@tndesignandbuild.co.uk

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