

CosyCare Service Plan Terms & Conditions

1. Introduction

These terms and conditions govern the CosyCare service plans provided by DTS Plumbing & Heating Services LTD (“DTS”). By enrolling in a CosyCare plan, you agree to adhere to these terms throughout the 12-month duration of your selected plan.

2. Plan Overview

CosyCare offers three tiers of service plans—Bronze, Silver, and Gold—each designed to cater to varying maintenance needs for your heating and plumbing systems.

3. Duration and Renewal

- Term: Each plan is valid for 12 months from the start date.
- Renewal: Plans renew automatically unless canceled in accordance with the cancellation terms outlined below.

4. Services Included

The services provided under each CosyCare plan are as follows:

Bronze Plan (£12 per month):

- Annual boiler service (valued at £105)
- 10% discount on any plumbing or heating jobs, applied up to a maximum job fee of £1,000
- Free boiler diagnostics
- Inhibitor level and radiator health check
- Unlimited free telephone and video support
- Access to exclusive offers from DTS and select independent Sheffield businesses
- Access to a directory of respected and reliable tradespeople
- Free monthly newsletter with helpful tips

Silver Plan (£17 per month): Includes all Bronze Plan services, plus:

- Coverage of all labor on boiler repairs (parts not included)
- Free boiler and central heating diagnostics
- 10% discount on any additional plumbing or heating jobs, applied up to a maximum job fee of £1,000

Gold Plan (£32 per month): Includes all Silver Plan services, plus:

- Annual cylinder and/or fire service (valued up to £105)
- Coverage of all labor on central heating and plumbing repairs (parts not included)
- Inhibitor level check with chemical top-up if required
- 10% discount on any additional plumbing or heating jobs, applied up to a maximum job fee of £1,000

5. Initial Repair Excess

Excess Fee for Existing Faults: If a CosyCare plan is purchased while the boiler is in a broken or non-functional state, a £90 excess will be charged for the initial repair. This fee covers the added cost of repairing pre-existing issues before regular plan benefits apply.

6. Exclusions and Limitations

- Parts Costs: The cost of replacement parts is not included in any plan and will be charged separately. DTS Plumbing & Heating will only fit genuine parts supplied by the company for repairs and services under the CosyCare plan.

- Pre-existing Conditions: Issues existing prior to plan commencement, beyond the initial repair covered by the excess fee, are not included.
- Unauthorised Repairs: Repairs conducted by third parties not authorised by DTS are excluded.
- Neglect or Misuse: Damage resulting from neglect, misuse, or failure to follow manufacturer guidelines is not covered.

7. Customer Obligations

- Maintenance: Customers must maintain their heating and plumbing systems in accordance with manufacturer instructions.
- Access: Provide safe and reasonable access to DTS engineers for service visits.
- Notification: Promptly inform DTS of any issues or faults to facilitate timely service.

8. Pricing and Payment Terms

- Fees: Monthly fees are £12 for Bronze, £17 for Silver, and £32 for Gold plans.
- Payment: Payments are to be made monthly via direct debit.
- Adjustments: DTS reserves the right to adjust pricing upon renewal, with prior notification to customers.

9. Cancellation and Termination

- Cooling-Off Period: Customers may cancel within 14 days of plan commencement for a full refund.
- Post Cooling-Off Cancellation: After 14 days, cancellations will take effect at the end of the current 12-month term.
- Termination by DTS: DTS may terminate the plan for non-payment or breach of terms, with prior notification.

10. Service Area

Services are provided to customers within Sheffield and the surrounding areas. Customers outside this area may experience limitations in service availability.

11. Liability Limitation

DTS is not liable for incidental or consequential damages beyond the scope of services included in the plan.

12. Complaints and Disputes

For any complaints, please contact our customer service team at enquiries@dtsplumbing.co.uk or call 0114 2483011. We aim to resolve issues promptly and amicably.

13. Changes to Terms

DTS reserves the right to amend these terms at any time. Customers will be notified of any changes in advance.

14. Governing Law

These terms and conditions are governed by the laws of England and Wales. For more information or to sign up for a CosyCare plan, please visit our website at <https://dtsplumbing.co.uk/boiler-service-plans/> or contact us directly.