

## 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 £120)
- 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 £120)
- 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](mailto: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.