HEATBASE Ltd FACTSHEET 2
Service Contracts

Version 1 February 2018

We are happy to announce that we offer a range Service Contracts, taking the responsibility of remembering to arrange a Service, and in some cases of paying the bill away from you. Our 5 Star plans are as follows:

Bronze (Customer having appliances serviced at regular, specified intervals not being overdue by more than 3 months of the due date)

Our Bronze level Service contract is simplicity itself. You tell us who you are, what type of Oil appliance you have, and the preferred month of the year you would like the Service, then we'll do the rest. We will monitor the Service date and intervals and call you on an annual or biannual basis to arrange an appointment. We will send an Invoice when the job is done. If you suffer a breakdown, we will attend, rectify the problem and send an Invoice when we're finished. Terms are payment within 7 days of receipt of the Invoice and we'll give you up to 30% discount on labour and 10% discount on parts once you're a regular customer (after your first job).

Regular Customer (Bronze) status and discounts only apply to those having their appliances serviced at the recommended stated interval, and no more than 3 months from their due date.

Silver and Silver +

Our Silver level Service Contracts are the same as the Bronze, but the Customer pays an annual fee in advance; because of this, their Service is FREE, as are any callouts to repair the appliance (depending on cover type and exclusions). Only parts used on a Service or callout will be charged for, the same 10% discount applies to the price of these parts if you pay within the payment terms,

Gold and Gold +

Again our Gold level Service Contracts are the same as the Bronze, but the Customer pays an annual fee in advance; because of this, their Service is FREE, as are any callouts to repair the appliance. There's no 10% discount on parts, because in addition any parts used on a Service or callout are also FREE (depending on cover type and exclusions. Excluded items will be eligible for 10% Discount).

Full details of cover and current prices are available on our website.