



Terms and Conditions For your Oven Clean Booking

Please note – HSC refers to Homecare Service Centre Limited and/or Homecare Service Centre (EM) Limited For details of our Privacy Statement and how we handle your data please refer to www.homecareservicecentre.com

Section 1 - Estimate

Any estimate provided by HSC before the provision of the clean is indicative only and subject to revision if the item is not as described. The estimate, or revised estimate, will be an offer to carry out the clean(s) at the cost stated. The Customer's agreement to proceed with the clean(s) constitutes acceptance of that offer and forms a binding legal contract incorporating these terms of business.

Section 2 - Booking Date

Shall be the date on which HSC confirms the arrangements including the cost, date, time, and location for the clean(s) to be provided. **A deposit will be required on booking.**

Section 3 - Cancellation Rights

The customer shall have the right to cancel this contract and this right may be exercised in writing, or by sending an email to HSC at any time within fourteen (14) days of the booking date. This notice of cancellation will be deemed to have been served as soon as it is posted, or in the case of email, from the day it has been sent or the following working day if it is sent at a weekend or bank holiday. If an appointment is cancelled within 24 hours of booking date the deposit is nonrefundable.

Section 4 - Clean(s)

The Clean(s) will be provided at a location agreed with the customer. HSC reserves the right to decide, in its sole discretion, upon the suitability of the location and will not be obliged to provide the clean(s) if either the location or the appliance is not safe or suitable. HSC will not accept any liability for costs or inconvenience incurred by the customer as a result. We will not be liable for any loss of earnings whilst awaiting an engineer to attend. If for any reason, including but not limited to inclement weather, HSC is unable to carry out the clean(s) at the time, date or location agreed. HSC will not accept liability for costs or inconvenience incurred by the customer as a result. HSC will make an offer to provide the clean(s) at the costs agreed at an alternative time and date convenient to both parties. HSC will carry out the clean(s) at the

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cost agreed with the customer, subject to paragraph 1 above. The customer's authorization and agreement will be obtained before any further work is carried out that would increase the price agreed. Further work that does not increase the estimate may be carried out without the requirement for customer authorization. On arrival of the clean our engineer will take a photograph of the appliance and assess the condition, once works complete a further photograph will be taken.

Section 5 - Replacement Parts/Repairs

HSC can provide you with replacement parts/repairs on electrical appliances- quotations available and a booking for any works required will and can be arranged with an appliance engineer. HSC will (subject to availability) replace sundry items such as bulbs or seals, which will constitute further work(s) at an additional cost. The customer's authorization and an agreement will be obtained before this further work will be carried out.

Section 6 - In case of complaint

In the unlikely event that the Customer has cause to complain about the quality of the clean(s) provided, the customer must produce a copy of the invoice. It is a condition precedent to the customer being able to claim that such paperwork is produced to HSC. Your statutory rights are not affected. It is incumbent on the customer to keep the invoice and receipt as proof of work carried out. No claim shall be considered by HSC without the appropriate paperwork. Any claim made shall be referred to the specialist that provided the clean(s), who has the right to repeat performance: to carry out the clean(s) again. If this is not possible, the right to a price reduction (Which is not necessarily the full invoice value) will be considered by HSC. Any claim relating to the quality of the clean must be registered with HSC within twenty-four (24) hours of the completion of the clean(s) or on the next working day.

Claims will not be considered valid if they relate to the following:

Corrosion or rust (whether it was evident before the Clean(s) was carried out).

To any pre-existing damage, scratches, marks, deterioration of decals.

To any item referred to on the disclaimer form used by HSC.

Inappropriate aftercare. v. Wear and tear of the appliance.

Any refund or liability shall be limited to the maximum or the value indicated for the clean(s) on the invoice. If the claim remains unresolved, the customer may refer their complaint to the Ombudsman (OS) for their consideration under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 at



<https://www.ombudsman-cleans.org/>

Homecare Clean Centre (E.M.) Ltd will not be obliged to participate in the ADR process if:

The claim has been settled.

The claim does not fall within the rules of the OS procedure.

The customer has not submitted the complaint within six (6) months of receiving a final decision from HSC regarding the dispute; or

The claim is vexatious or frivolous.

Section 7 – Payment

Unless other arrangements have been agreed before the clean(s) is carried out, payment is due in full upon completion. Payment may be made debit or credit card. We regret we are unable to process payment by American Express. Any refund must be made by the same means of payment as that which was used to pay for the clean(s).

Terms and Conditions For your Oven Cleaning Plan

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Section 1 – What’s included.

Advice and Support If you require support and advice for any reason, please call our support on 0330 055 2123.

Services

For the lifetime of your Oven Cleaning Plan, you are entitled to have your oven cleaned between the 10th- 12th month from the commencement date of your care plan (depending on the level of cover this may be 6 monthly). We will complete a clean of your oven and any other items as agreed and as covered in your specific plan, at least once a year, and more if your plan covers this. Please call us on 0330 055 2123 . We will send email and text reminders on or around the anniversary date; you will **NOT** receive an annual phone call to book your clean. On the day of the clean our engineer will take before and after photographs and complete a pre-inspection report to identify and problems before the clean commences.

Section 2 – What’s not included.

- Any item not specifically covered in your Cleaning Plan
- Damage or pre-existing stains to any item

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- Damage due to flood, wind, or other severe weather conditions.
- Any clean if the Plan has been suspended due to non-payment.
- Any, cosmetic damage scratches or dents.
- Loss of earnings whilst waiting for an engineer to attend.

Section 3 - Important Information

- **"Us, We, our"**, means Homecare Service Centre Limited, or Homecare Service Centre (EM) Ltd, addresses listed below:
- **"You, your"** means the person who has entered the Cleaning Plan as defined in this document.
- **This Cleaning Plan** is an agreement between "You" and HSC. If HSC ceases trading there is no dedicated financial backing.
- We will not be responsible for any failure to carry out our obligations under this Cleaning Plan if it is caused by any circumstances outside our reasonable control.
- You must do all you reasonably can to keep the costs of providing the clean as low as possible and allow us into your home at all reasonable times to attend a booking.
- Your Cleaning Plan does not affect your legal rights. Further information about your legal rights can be obtained from your local Trading Standards Department or Citizens Advice Bureau.
- All aspects of the Cleaning Plan are subject to English Law.

Section 4 - Updating your details / Transferring the Plan to another service we provide.

If you need to amend any of your details, such as your name or address please contact Customer Services so that we can update our records. To ensure you get the best service possible, it is important that your details remain up to date. It is your responsibility to keep us updated with your current address and contact details.

Section 5 - Data Protection

We ask for your name and address so that we can give you efficient after sales service. We do not pass your details to any other companies. We may contact you with offers of goods and services. If you do not want to be contacted in this way, please write to Customer Services at the above address. Our Privacy Statement detailing how we handle your data can be found at <https://homecareservicecentre.com>

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Section 6 - Complaints Procedure

HSC is the Cleaning Plan administrator and aims to provide the service in accordance with the terms and conditions. In the event of a complaint, please contact Customer Services on 0330 055 2123 or write/email the addresses below.

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Summary of Oven Cleaning Plan

The oven care plan is a product designed to meet the demands and needs of customers who wish to have their ovens professionally cleaned.

This is not a statement of the full Terms and Conditions but a summary of the main features, benefits, exclusions, and limitations which have been set out below. A full description of the oven cleaning plan can be found in your Terms and Conditions.

What's covered.

Cleaning of the Oven and any extras covered under this agreement. For the lifetime of your Oven Cleaning Plan, you are entitled to have your oven cleaned between the 10th- 12th month from the commencement date of your care plan (depending on the level of cover this may be 6 monthly). We will complete a clean of your oven and any other items as agreed and as covered in your specific plan, at least once a year, and more if your plan covers this. Please call us on 0330 055 2123. We will send email and text reminders on or around the anniversary date; you will **NOT** receive an annual phone call to book your clean. On the day of the clean our engineer will take before and after photographs and complete a pre-inspection report to identify and problems before the clean commences.

This includes: - Complete decontamination and clean of the oven chamber - Removal and cleaning of oven doors, glass (if appropriate) - Racks and trays are cleaned in a caustic solution - Replacement oven bulbs – depending on the appliance, quotations are available for replacement bulbs by the engineer on the day.

NOTE: PLEASE CALL 0330 055 2123 WHEN YOU WISH TO BOOK IN YOUR OVEN CLEAN. THIS CAN BE ANY TIME TO SUIT YOU, you are entitled to have your oven cleaned between the 10th- 12th month from the commencement date of your care plan. (depending on the level of cover this may be 6 monthly) We will send a text or email reminder to yourself on or around the anniversary date, you will **NOT** receive an annual phone call.

What's not covered.

Pre-Existing damage to the oven chamber and optional extras.

Corrosion or rust.

Inappropriate aftercare.

Wear and tear to the oven Repairs to the oven.

Any gas works needed Oven parts (Fans, Motors, Lighters)

Existing scratches to glass doors.

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Any loss of earnings whilst waiting for an engineer to attend.

Making a complaint.

In the event of a complaint please call 0330 055 2123.

Cancelling your direct debit/paying by direct debit.

You can cancel your care plan at any time, by calling 0330 055 2123.

Your cover will continue until you tell us to stop. You can cancel your cover at any time, but after the initial 30-day period, no refunds will be given of any monies paid. We will use the Consumer Price Index (CPI) from the previous 12-month period to calculate the annual increase in the price of your cover with us. Over the last 10 years the CPI has been between 2.1% and 2.5%. A customer paying £10 per month at a rate of 2.5% would represent an increase of 25p, taking your monthly payment from £10 to £10.25. This will automatically be applied to your payments on the anniversary of you taking out the cover with us.

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