



## Summary of Vacuum Repair and Service Plan

The vacuum repair and service plan is a product designed to meet the demands and needs of customers who want to protect their appliances on a repair and service basis.

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 appliance cover can be found in your Terms and Conditions.

### What's covered.

Repairs and Service to the vacuum covered under this agreement.

For the lifetime of your repair and service plan, you are entitled to request a service on your vacuum at any time, and more than once a year if required.

A full in-home service call includes: -

- Replacement Filters (if required)
- Defective Parts (if required)
- Drive Belts (if required)
- Full Vacuum clean and polish

Not including accessories or attachments, unless specified in your specific care plan.

PLEASE NOTE: PLEASE CALL 0330 055 2123 WHEN YOU WISH TO BOOK IN YOUR VACUUM. THIS CAN BE AT ANY TIME TO SUIT YOU – YOU DO NOT NEED TO WAIT 12 MONTHS, YOU WILL RECEIVE AN EMAIL OR TEXT TO REMIND THAT THE SERVICE IS DUE, YOU WILL **NOT** RECEIVE AN ANNUAL PHONE CALL.

Invoice/service will be provided of any works completed, via email as we are paperless organisation.

### What's not covered.

**Cosmetic damage** (rust, scratches, etc.) where it does not affect the operability of the vacuum.

Repair costs that have not been expressly approved.

Damage or breakdown due to flood, wind, or other severe weather conditions.

Damage or breakdown due to fire, unless caused by an electrical malfunction with the vacuum.



Repair or replacement of the vacuum due to neglect, abuse, or misuse.

Repairing or replacing a vacuum which has been exposed to infestation (or similar phenomenon)

Repair or service where the plan has been suspended due to **non-payment**.

Inoperability of the vacuum caused by a third party.

Theft of the vacuum.

Any loss suffered if you cannot use the vacuum.

Any loss other than repair or replacement.

Any replacement lithium batteries will be subject to a 50% charge, unless your fully covered, please ask the operator to check if you are covered.

Any loss of earnings due to time off whilst awaiting an engineer to attend.

## **Making a complaint**

If you have a complaint about any part of our service or your products, please phone us on 0330 055 2123 or you can write/email to addresses provided below.

## **Cancelling your care plan**

To cancel your agreement at any time, by calling 0330 055 2123 or write/ email to the addresses provided below.

We will give you a full refund of your plan if you cancel within 30 days unless you have made a claim.

Paying by Direct Debit 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.

**0330 055 2123**

### **Head Office**

**[info@homecaresc.co.uk](mailto:info@homecaresc.co.uk)**

189 Longmoor Lane  
Liverpool, L9 0ED

**[www.homecareservicecentre.com](http://www.homecareservicecentre.com)**

### **Lincoln Office**

**[info@homecaresc-em.co.uk](mailto:info@homecaresc-em.co.uk)**

55 Burton Road  
Lincoln, LN1 3JY



## Terms and Conditions For your Vacuum Service 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](http://www.homecareservicecentre.com)

### Section 1

Any estimate provided by HSC before the provision of the service 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 service(s) at the cost stated.

The Customer's agreement to proceed with the service(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 service(s) to be provided.

### 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.

### Section 4

Work starting before the end of the cancellation period If you authorise HSC to commence work within fourteen (14) days of the booking date, you still have the right to cancel this contract, but you must pay for the value of the service(s) that is provided up to the point of cancellation, as above. If the service(s) have been completed, in full, within fourteen (14) days of the Booking Date, the right to cancel will be lost and full payment must be made for the works provided.

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## Section 5

Service(s) The Service(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 service(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. If for any reason, including but not limited to inclement weather, HSC is unable to carry out the service(s) at the time, date or location agreed. HSC will not accept liability for costs or inconvenience incurred by the customer as a result. Will not cover any costs of loss of earnings whilst awaiting an engineer visit. HSC will make an offer to provide the service(s) at the costs agreed at an alternative time and date convenient to both parties.

HSC will carry out the service(s) at the cost agreed with the customer, subject to paragraph 1 above. The customers authorisation 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 authorisation.

## Section 6

Replacement Parts If an engineer advises that parts are needed, the customers' authorisation and an agreement will be obtained before any additional further work/costs is carried out or any parts fitted.

## Section 7 - In case of complaint

In the unlikely event that the customer has cause to complain about the quality of the service(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 service(s), who has the right to repeat performance: to carry out the service(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 service must be registered with HSC within twenty-four (24) hours of the completion of the service(s) or on the next working day.



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

To any pre-existing damage, scratches, or marks.

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

Inappropriate aftercare.

Wear and tear of the appliance.

Any refund or liability shall be limited to the maximum or the value indicated for the service(s) on the invoice. If the claim remains unresolved, the customer may refer their complaint to the Ombudsman Cleans (OS) for their consideration under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015 at <https://www.ombudsman-cleans.org/> HSC 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.

The claim is vexatious or frivolous.

## Section 8

Payment Unless other arrangements have been agreed before the service(s) is carried out, payment is due in full upon completion.

Payment may be made debit or credit card; HSC engineers will have a card machine available. 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 service(s).

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