

**Gas Boiler Repair and 365 Care
Terms and Conditions of Offer
September 2021**

By purchasing the Gas Boiler Repair and 365 Care Offer you agree to these terms and conditions (“Offer Ts&Cs”) as well as our [Gas Boiler Repair Ts&Cs](#) and our [365 Boiler Care Ts&Cs](#). These Offer Ts&Cs will take precedence in the event of any conflict. Bord Gáis Energy reserves the right to amend these terms and conditions at its sole discretion.

1. What’s Included?

- 1.1. Subject to an assessment by our service engineer that your boiler is suitable for Gas Boiler Repair and 365 Care as set out in Section 3 below, when you purchase Gas Boiler Repair and 365 Care, one of our RGII registered service engineers will:
- i. repair your gas boiler*
 - ii. carry out our 19-point gas boiler service†

With the exception of Excluded Parts listed in Section 4 below, and subject to your boiler being suitable for this offer, the labour costs of our service engineer and the cost of any replacement parts required for the repair will be included in the price of the offer. Where possible, the boiler repair and service will be carried out on the same date, but in some cases, we may have to return at a later date due to the availability of any parts required.

- 1.2. You will have comfort in knowing that for 12 months after the date your boiler is serviced by us, your boiler will have:
- i. cover up to the value of €1,200 for parts and labour for the 12 months of your 365 Boiler Care contract ‡; and
 - ii. Priority breakdown assistance within 24 hours of contact§

After 12 months, if you wish to continue with 365 Boiler Care, and provided your boiler is still deemed suitable for 365 Boiler Care, the price will be €179 or such other price as notified to you in the annual notification reminding you of your Boiler Service Visit**.

Your email address will be needed to sign up for this offer as we will confirm your appointment date and time by email which will include a link to these terms and conditions.

2. Price

The price for Gas Boiler Repair and 365 Care is €278 which is payable at the time of booking.

3. Eligibility Check

- 3.1. When you book Gas Boiler Repair and 365 Care, our service engineer will visit your home and assess your boiler for its suitability for both (a) a boiler repair and (b) 365 Boiler Care.
- 3.2. If our service engineer determines that it is inappropriate, unsafe, uneconomical or otherwise unsuitable for your boiler to be repaired, we will notify you of the reason why and we will not be able to offer you 365 Boiler Care. If this happens, we will refund you €179. If your gas appliance/installation is unsafe we reserve the right to contact the relevant authority if we consider it necessary in the interest of the health and safety of you and/or third parties.
- 3.3. If our service engineer determines that your boiler can be repaired but is unsuitable for 365 Boiler Care††, we will notify you of the reason for this and you can elect to have:
- i. your boiler repaired subject to our standard [Gas Boiler Repair terms and conditions](#) (i.e. €99 plus costs for any additional labour and parts). If you select this option, a refund for any price differential between the price you paid at the time of booking Gas Boiler Repair and 365 Care and the price of Gas Boiler Repair may be due.

* Excluded parts referenced at section 4 are not included

† Excluded parts referenced at section 4 are not included

‡ Excluded parts referenced at section 4 are not included

§ Subject to workload and labour availability

** Please refer to the [365 Boiler Care Terms and Conditions](#) for further information on the annual notification

†† Please refer to the [365 Boiler Care Terms and Conditions](#) for further information on the eligibility check

- ii. your boiler repaired and serviced for €169. Costs for any additional labour and parts that may be required to repair your boiler will apply. Subject to our [Gas Boiler Repair](#) and [Complete Boiler Care](#) standard terms and conditions. If you select this option, a refund for any price differential may be due.

4. Excluded Parts

- 4.1. Any part which is not integrated with your boiler will not be covered under Gas Boiler Repair and 365 Care. Below is a non-exhaustive list of the types of parts which are excluded pursuant to this clause 4.1:
 - Circulating pump and valves
 - Expansion vessel
 - Safety valve
 - Water pressure gauge
 - Time clocks / programmers or room thermostats
 - Motorised valves
 - Filling valves
 - Isolation valves, gate valve or non-return valves
 - Radiators, radiator valves, radiator vents
 - Magnetic filters
 - Gas or water system pipework
 - Hot water cylinder or cold-water storage tank
- 4.2. In addition to 4.1, the parts listed below which are integrated with your boiler are not covered by Gas Boiler Repair and 365 Care:
 - Heat exchanger
 - Flue pipe, flue brackets, flue seals and ducts
 - Appliance water isolation valves
 - Decorative external covers/flaps
- 4.3. If a part external to your boiler or listed above is required to repair or service your boiler, this will be quoted for separately and will incur additional cost to you. In some cases, we may not carry out the type of work required and in this instance we may direct you to engage a third party for such works.

5. Cancellation

- 5.1. You have a right to cancel your Gas Boiler Repair and 365 Care appointment, without charge;
 - i. within 14 days of receiving these Offer Ts&Cs by contacting our customer services, unless the repair or service has been carried out with your agreement within such 14 day period.
 - ii. up to 24 hours before your Gas Boiler Repair and 365 Care appointment by contacting our customer services.
 - iii. Please note, if you cancel your appointment less than 24 hours before it is scheduled and 14 days after receiving these Offer Ts&Cs, we will charge you a cancellation fee of €30. You will also be deemed to have cancelled with less than 24 hours' notice if, the Service Engineer cannot access your Property on the agreed time and day of the appointment.
- 5.2. You can cancel or reschedule your appointment to a new date and time through our website www.bordgaisenergy.ie or by contacting customer services on 01 611 01 01 or email to homecare@bordgais.ie

6. Complaints Procedure:

If you are unhappy with any service or contact that you have with us, you can register your complaint with us in any of the following ways:

- calling our customer services on 01 611 01 01;
- by email to info@bordgais.ie or through our website at www.bordgaisenergy.ie; or
- by letter to Customer Care, Bord Gáis Energy, PO Box 10943, Freeport F4062, Dublin 2.

7. Privacy Information

To understand how Bord Gáis Energy uses personal data, please review the [HomeCare Boiler Services Privacy Notice](#).