

# Terms and Conditions for WB GAS LTD

*(Trading as WarmaHome.com & YourNewBoiler.com)*

These Terms and Conditions apply to all domestic plumbing and heating work carried out by **WB GAS LTD** for customers in the United Kingdom. By accepting a quote or booking a service with us, you agree to the following terms:

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## 1. Domestic Clients Only

We only provide services to **domestic residential properties**. These terms do not apply to commercial or industrial work.

## 2. Deposits

A **50% deposit** is required for any job quoted over £500. This confirms your booking and allows us to order materials and schedule the work.

## 3. Payment

The **balance is due in full immediately upon completion** of the work. You'll be issued an invoice, and payment is expected on the same day.

## 4. Ownership of Materials

All parts, materials, and equipment remain our property until full payment is received. If you do not pay, we reserve the right to recover unpaid items or costs through legal action.

## 5. Use of Subcontractors

We may use vetted subcontractors to complete work. Regardless, **WB GAS LTD remains responsible** for the standard and completion of the job.

## 6. Access to Work Area

You must ensure clear and safe access to all work areas. Please remove or protect valuables, furniture, and other items.

We are not liable for damage to items not moved or protected.

## 7. Existing System Condition

We are **not liable** for faults in your existing system (e.g., old pipework, radiators, tanks, etc.) that were not installed by us.

If those components fail during or after our work, **we're not responsible** unless our installation caused the issue.

## 8. Changes and Extras

If you request extra work or changes outside of the agreed quote, we will **price and confirm it** with you before proceeding. No unexpected add-ons.

## 9. Delays

We are not responsible for delays caused by external factors such as:

- Bad weather
- Material shortages
- Other contractors, If delays happen, we'll communicate clearly and reschedule as needed.

## 10. 14-Day Cooling-Off Period

Under UK law, you can cancel your agreement **within 14 days** of accepting the quote. If you ask us to start sooner (e.g. urgent job), you **waive your cooling-off rights** and agree to pay for any work done or materials ordered.

## 11. Cancellations (After Work Begins or After 14 Days)

If you cancel after the cooling-off period or after work has started, we may charge for:

- Time spent
- Materials purchased. We'll always provide a fair breakdown of costs.

## 12. Workmanship Warranty

We provide a **12-month guarantee** on our workmanship. If something goes wrong within that period on our work, we'll fix it free of charge.

**Important:** This does **not cover parts or appliances**, which are protected under their manufacturer's warranties. This doesn't cover unrelated faults and new issues.

### 13. Reporting Issues (Call-Backs)

If something goes wrong, you must report it **within 7 days** of completion. After this time, it will be classed as a new issue and be subject to our standard charges.

- We only cover faults linked to the work **we did** — not unrelated parts or new problems on your system.

### 14. Breakdown Visits (Call-Outs)

Our breakdown visits are simple,

- **The Minimum charge:** Includes travel to site, diagnostics and minor repairs (where possible). This is a **fixed minimum charge** — even if we're there for 10 minutes. **Parts are not included.** If we can't fix it within the hour, we'll issue a quote for what will be required next.

### 15. Power Flush & MagnaCleanse Disclaimer

A Power Flush or MagnaCleanse is used to clear internal system sludge and corrosion.

- A Power Flush is a process used to clean the internal of a central heating system. When we carry out a Power Flush we use a purpose built Power Flushing pump and chemicals. The build of sludge/magnetite in the system is a symptom of very severe corrosion over many years and when we start to remove the sludge/magnetite this can expose weak points on the system/boiler and expose leaks. The Power Flushing Specialists will not be held liable for this and any further works would be chargeable. When a Power Flush is carried out the pump and chemical begins to break down and move the sludge/magnetite out of the system, due to the fact that the build-up is internal we cannot give any guarantee to the level of improvement that the Power Flush will have on the system performance.

### 16. Governing Law

These terms are governed by **English law**. Any disputes will be resolved in an English court. Your consumer rights are not affected.

### 17. Acceptance of Terms

By paying a deposit, confirming a booking, or allowing us to begin work, you confirm that you **accept these Terms & Conditions** in full.