

# *Memberships*

# Terms & Conditions

Updated July 2025

*your*  
**Plumber**





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# 1. About Us

We are **YOUR PLUMBER LIMITED** a company registered in England and Wales under company number: 06815341. Our registered office is at: Shelbourne Business Centre, 44a - 46a Shelbourne Road, Bournemouth, Dorset, England, BH8 8QY.

We are registered in the gas safe register under registration number: 630328. For more details on what this means for you, go to <https://www.gassaferegister.co.uk/>

We are also a Which? Trusted Trader. For more details on what this means, go to: <https://trustedtraders.which.co.uk/>

## How to contact us

You can contact us by sending an email to [members@yourplumber.co.uk](mailto:members@yourplumber.co.uk) or calling us on 01202 230070.

## Key Terms

- ☐ This Agreement is a 12-month Auto-renewal. Unused Services cannot be carried over to the next 12-month period.
- ☐ You have a 14-day cooling off period, you waive your right to this period in the event you use/benefit from the services within the 14 days. You may cancel outside of the 14-day cooling off period for a cancellation fee equal to the remainder of the subscription term.
- ☐ Services can be requested online, via email ([members@yourplumber.co.uk](mailto:members@yourplumber.co.uk)) or by phone (01202 230070) to book an appointment.
- ☐ We may cancel or reschedule an appointment. In the event you need to reschedule an appointment, we require a minimum of 24 hours' notice. If you do not reschedule by giving the appropriate notice, you will be charged a fee of £34.99. In the event you miss the appointment, you will be charged a fee of £49.99.
- ☐ You are required to provide reasonable access to allow for appropriate work to be conducted, including following any advice and doing all acts as necessary and requested from the engineer. Our engineers require parking to be available within 100m of the property. If we incur charges related to parking, these will be billed to you. Without parking, we may not be able to attend the appointment and you will be charged a fee of £49.99
- ☐ If you choose a Membership that includes Repairs, subject to the exclusions set out in this document, you will still be liable to pay for any parts or materials required.
- ☐ A full and up to date list of exclusions for your plan is available to view on our website at <https://yourplumber.uk.com>
- ☐ In the event you move home, you are responsible for notifying us.

These Key Terms summarise some of your rights under this agreement. It is not intended to replace the Agreement below, which you should read carefully.

### Do you need extra help?

If you would like this Agreement in another format (for example: audio, large print) please contact us using the contact details above.





## 2. Introduction

Welcome to Your Plumber Membership. This document (the **'Terms'**) together with your Membership Statement constitute the entire agreement (the **'Agreement'**)

**Please read these carefully before you subscribe to our services, and check that they contain everything you want and nothing that you are not willing to agree to.**

**If you purchase a Membership with us, you agree to be legally bound by this contract.**

**These terms and conditions apply only if you are buying retainer services from us as:**

- a.** a consumer (i.e. for purposes outside of your business, craft, or profession); or
- b.** a landlord, who manages domestic rental properties.

Our Services are designed to provide you with on demand access to planned, preventative and reactive plumbing and heating maintenance.

If you are buying services from us in the course of business, our commercial terms and conditions apply to such purchases. For a copy of such terms, please speak to our representative or visit the following website: <https://yourplumber.co.uk>.

**When buying any services from us you also agree to be legally bound by:**

- ☐ extra terms which may add to, or replace some of, this contract. This may happen for security, legal or regulatory reasons. We will contact you to let you know if we intend to do this by giving you one month's notice; and
- ☐ specific terms which may apply to certain services. If you want to see these specific terms, please speak with our representative who will tell you when specific terms apply. If we carry out any services where additional or specific terms apply, we will alert you of these in advance (where possible), or at the earliest opportunity.

All of the above documents form part of this contract as though set out in full here.

This Agreement is not an Insurance Policy and therefore is not regulated by the Financial Conduct Authority (FCA). It is an Agreement to provide ongoing routine servicing, repairs and assistance at your property.

## Details of your Membership

The Services available to you in your Membership, will vary depending on which Your Plumber Membership you have signed up to (as detailed in your Membership Statement).

A summary of the Services included and available under each Membership are set out in Section 4 (Our Memberships).

You are only entitled to receive the Services included in your Membership. If you ask for, or your Home requires a Service that is not covered by your Membership, you will need to pay for this Service separately and in addition to your Membership as a Chargeable Repair.

This is not an Emergency Call Out offering and therefore we will carry out the Services within Business Days and during Service Hours.





## 3. Definitions and Interpretation

### Definitions

**'Beyond Economic Repair'** is when the cost of repairing all or part of a System exceeds its current economic value;

**'Boiler Service'** means a routine inspection of a working natural gas or LPG boiler or warm air unit (with a heating output capacity up to 70kw), as per manufacturer's instructions to ensure that the appliance and ventilation are working safely and in line with relevant laws and regulations.

Annual boiler services will be carried out between April & September unless otherwise agreed by us.

**'Breakdown(s)'** means a reactive, sudden and unexpected event where all or part of a System included as part of your Agreement is no longer able to fulfil its primary intended function;

**'Business Day'** means a day other than a Saturday, Sunday or bank or public holiday in England;

**'Chargeable Repair'** means a repair or diagnosis for something that falls outside the remit of your Agreement. The price for this service will be confirmed at the time it is offered to you;

**'Commencement Date'** is the date that your Agreement will begin;

**'Landlord's Gas Safety Inspection'** means an inspection in accordance with Regulation (36)(f) of the Gas Safety (Installation & Use) Regulations 1998.

**'Membership'** means your chosen Membership type as detailed in these Terms and as set out in your Membership Statement;

**'Membership Statement'** means the electric or physical document confirming the Services entered into by You and Us, incorporating this Agreement (as varied by the parties by agreement in writing from time to time);

**'Misuse' means using a System:**

- a. for any purpose other than its primary intended function;
- b. in ways that contravene manufacturer's recommendations; or
- c. in ways that could increase the chances of a breakdown.

**'Property' or 'Home'** means the address and location in which we will provide the Services, as set out in your Membership Statement or as may be updated from time to time;

**'Renewal Date'** is the date 12-months after your Commencement Date, when your Membership will auto-renew;

**'Repair(s)'** means to fix your System following a Breakdown;

**'Service Hours'** means between the hours of 9am and 5pm;

**'Services'** means the services we agree to supply to you as set out under the Membership type you choose and is agreed by us, as set out in your Membership Statement (as may be updated or amended by us from time to time);

**'System'** means your Plumbing or Heating as described in Schedule 2, and as set out and confirmed in your Membership Statement;

**'System Check'** means a visual inspection of the radiators and includes venting air from them as required;

**'Unused Services'** are any Services that you do not use during your Agreement;

**'Water Quality Test'** involves taking a sample of water from your heating system and testing it for inhibitor, corrosion and pH levels;

**'we', 'us' or 'our'** means Your Plumber Limited; and

**'you' or 'your'** means the person buying services from us as detailed in the Membership Order Form.

### Interpretation

**In this Agreement:**

- Any clause, Schedule or other headings in this Agreement are included for convenience only and shall have no effect on the interpretation of this Agreement;
- A reference to a 'person' includes a natural person, corporate or unincorporated body (in each case whether or not having separate legal personality);
- Words in the singular include the plural and vice versa;
- Any words that follow 'include', 'includes', 'including', 'in particular' or any similar words and expressions shall be construed as illustrative only and shall not limit the sense of any word, phrase, term, definition or description preceding those words;
- A reference to 'writing' or 'written' includes any method of reproducing words in a legible and non-transitory form.

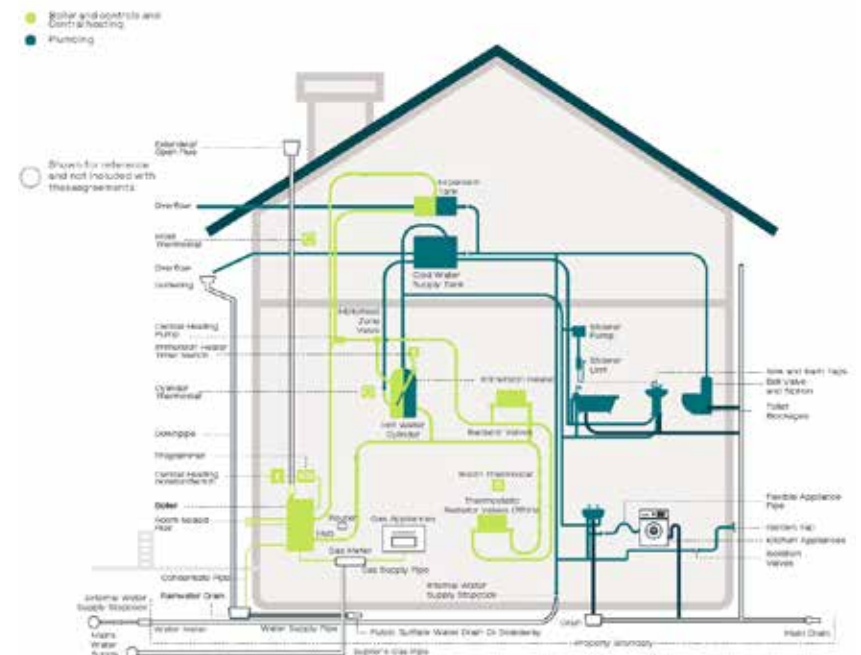
## 4. Our Memberships

		Membership Features						
		Benefits			Services		Included Repairs	
	Membership	Member offers and discounts	Priority scheduling	Discount on parts and labour	Boiler Service	Landlord's Gas Safety Inspection	Plumbing System	Boiler & Heating System
1	Free	✓						
2	Benefits	✓	✓	✓				
3	Service	✓	✓	✓	✓	✓*		
4	Plumbing Cover	✓	✓	✓			✓	
4	Boiler & Heating Cover	✓	✓	✓	✓	✓*		✓
4	Total Cover	✓	✓	✓	✓	✓*	✓	✓

\*Either available as a substitute for a Boiler Service, or as an addition (surcharge applies).

## 5. Level 4 Explained

This diagram helps to explain what is included in your Home's plumbing and heating Systems.





## 6. Paid Membership Features

This section explains what is and is not included within each level of Membership so you can be sure about choosing the right plan for you.

You should check your Membership Statement to be sure that you have chosen the level of Membership you require.

Although not exhaustive, we have listed some scenarios and issues that are either included or not included in each type of Membership.

If you require a service outside the remit of your chosen Membership, we may still be able to help you with a Chargeable Repair.

### Level 2 : Benefits

Our entry level paid Membership plan that provides access to exclusive member only benefits.

#### What's included

- ✓ Access to member only discounts and offers
- ✓ Unlimited discount on parts and labour

#### What's not included

- ✗ Boiler service or Landlord's Gas Safety Inspection
- ✗ Inclusive Repairs for Breakdowns

### Level 3 : Service

This Membership includes a Boiler Service for a single natural gas or LPG boiler or warm air unit (for the purpose of providing central heating and hot water, with a heat output capacity up to 70kw and installed on a domestic gas supply) as well as some additional service features listed below.

#### What's included

- ✓ Access to member only discounts and offers
- ✓ Unlimited discount on parts and labour

#### Plus

- ✓ Boiler service
  - ✓ Water Quality Test
  - ✓ System Check
- Or
- ✓ Landlord's Gas Safety Inspection
- (Both can be included for a surcharge).

#### What's not included

- ✗ Inclusive Repairs for Breakdowns



## Level 4 – Plumbing System

Includes Labour required to repair Breakdowns with domestic plumbing Systems (see Fig.1 for details), subject to any exclusions explained in this document.

The system has isolation valves and components, and internal waste pipes used for taking away water and waste from sinks, toilets, baths and showers.

A standard subscription includes properties with up to two (2) toilets (additional toilets will be offered Memberships with a surcharge per additional toilet).

### What's included

- ✓ Access to member only discounts and offers
- ✓ Unlimited discount on parts and labour
- ✓ Priority scheduling

### Plus, Repairs to Breakdowns of:

- ✓ Hot and cold water tanks, including ball valves and immersion heaters.  
Bath, basin and sink wastes and overflows
- ✓ Flexible pipes and isolation valves
- ✓ System components and pumps
- ✓ Showers

### What's not included

- ✗ Breakdowns caused by limescale, rust or other debris if we have previously advised of this and made recommendations that haven't been taken.
- ✗ Damage to the structure of baths and shower trays.
- ✗ The water supply pipe before the internal stopcock.
- ✗ Jacuzzis, spa baths and other specialist baths or sensory showers.
- ✗ Macerators or saniflo systems.
- ✗ Draining central heating systems to work on indirect cylinders.
- ✗ Appliances such as washing machines and dishwashers.
- ✗ Rainwater pipes and guttering.
- ✗ Taps that deliver boiling water.
- ✗ Blockages in waste pipes or drainage pipes.
- ✗ Re-piping blocked or restricted water pipes that cannot be cleared with water pressure or vacuum.
- ✗ Cost of materials and parts.

## Level 4 – Boiler & Heating System

Includes Labour required to repair Breakdowns with domestic heating Systems (see Fig.1 for details), subject to any exclusions explained in this document.

A domestic heating System includes a single natural gas or LPG boiler or warm air unit (for the purpose of providing central heating and hot water, with a heat output capacity up to 70kw and installed on a domestic gas supply) and its controls, plus the pipework, radiators and components inside the property.

Customers with more than one of the above will be offered a subscription plan with a surcharge per additional appliance.

A standard subscription includes properties with a combination of up to 12 radiators or underfloor heating zones with a maximum of two underfloor heating manifolds. Properties that exceed these will be offered subscription plans with a surcharge per additional radiator/ underfloor heating zone or manifold.

### What's included

- ✓ Access to member only discounts and offers
- ✓ Unlimited discount on parts and labour
- ✓ Priority scheduling
- ✓ Boiler service
- ✓ Water Quality Test
- ✓ System Check

### Plus, Repairs to Breakdowns of:

- ✓ Internal boiler components
- ✓ System components including thermostats, programmers, motorised zone valves and central heating pumps.
- ✓ Radiators and radiator valves and TRVs.
- ✓ Expansion vessels
- ✓ Underfloor heating manifolds, actuators and room thermostats.

### What's not included

- ✗ Breakdowns caused by sludge, rust or other debris if we have previously advised of this and made recommendations that haven't been taken.
- ✗ Flues over 1 metre in length.
- ✗ Replacing or topping up system inhibitor, unless we've removed it.
- ✗ Warm air ducting or vents.
- ✗ Repairs to hot water cylinders, unless the fault is with the central heating connections.
- ✗ Repairs to any gas supply pipes that are not visible or accessible.
- ✗ Central heating pipes that are not visible or accessible.
- ✗ Cost of materials and parts.





# 7. Managing your Membership

## 7.1 Term and Renewal

### 7.1.1 Commencement

Your Membership will start on the Commencement Date, as set out in your Membership Statement. Your Membership is a rolling monthly plan for 12 months.

### 7.1.2 Renewal

After each 12-month period, your membership with automatically renew. Unused Services cannot be carried over to the next 12-month period.

We will notify you by email no less than 14 days before your Renewal Date, this email will include any changes which may apply to the renewal of your Membership, including price. Please notify us in writing in advance of the Renewal Date if you do not wish to renew with us.

Cancelling your direct debit does not cancel your agreement, cancellation requires written notice.

## 7.2 Cancellation

### 7.2.1 If you cancel within 14 days

You can cancel your Membership for any reason during the 14 day 'cooling-off' period. This period begins on the Commencement Date. If you cancel your Membership during the cooling-off period, and you have not had the benefit of any of the Services, we will refund to you all sums paid by you. If you have the benefit of any Services during the cooling-off period, you waive your right to the cooling-off period and lose your right to cancel. You will be required to pay the full price under this Agreement even if the cancellation period has not expired, you can still benefit from our Services during the remainder of the term.

### 7.2.2 If you cancel after 14 days

If you wish to cancel your Membership outside of the 14 day 'cooling-off' period, or outside 14-days of your renewal date, you must pay a cancellation fee equal to the remainder of the subscription term, you can still benefit from our Services during the remainder of the term. If you are paying via Direct Debit, you remain responsible for payment of the remaining monthly fees.

### 7.2.3 Your Membership may also be cancelled by us

We reserve the right to cancel your Membership with immediate effect in the following circumstances:

**1. Non-payment.** We may suspend and/or cancel your Membership if you owe any amounts for any:

- a. Direct Debit payments which are returned unpaid by your bank; or
- b. Any Services which are outside of your plan, and which are more than 7 days overdue.

During any period of non-payment above, your Membership shall be suspended, and we will not be obliged to provide any further Services. Your Membership will be reactivated once you pay the outstanding amount in full.

**2. False/Misleading information.** In the event you give us false or misleading information, which restricts our ability to carry out the Services to the best of our ability.

**3. Location.** If we are no-longer able to provide services in your area.

**4. Without Cause.** We reserve the right to cancel your Membership by giving you one month written notice.

**In these circumstances, you will not be entitled to any refund.**

### 7.2.4 If you move out of our serviceable locations

**In the event you move home, out of our serviceable locations, you are responsible for notifying us and the provisions above shall apply with the following exception:**

- ☐ The Early Cancellation Charge shall not apply;
- ☐ If you have received Services under the Membership prior to cancellation, we shall invoice you separately for any outstanding charges (if any), relevant to these Services.



## 7.3 Payments

### 7.3.1 Subscription Fee

The price you pay for your Membership will vary depending on which Your Plumber Membership you have signed up to and will be recorded on your Membership Statement. Your Membership shall be paid monthly or annually via Direct Debit.

Your first payment date will fall on your plan activation date and will continue the same date each month, unless you specify otherwise.

Payments made by Direct Debit may take 3-5 working days to show on your account.

### 7.3.2 Price review

We reserve the right to and will review the price payable under this Agreement on an annual basis. If our price to supply the Services to you changes, we will give you at least 14 days' written notice by email. Any changes to the fee will be applied to the direct debit which is scheduled to be taken in the following month after expiry of the 14 days' written notice.

## 7.4 Moving Home

If you are moving home, please notify us once you have your move in date and we will be able to transfer your Membership to your new property (provided you move within our serviceable locations, if you are not within our serviceable locations, we will discuss this with you at the time).

In your notification please state:

#### For all members:

1. Your new address; and

#### For Level 3 members

2. make, model and age of the boiler at your new property.

#### For Level 4 members

3. Number of toilets in the new property
4. Number of radiators in the new property (for

**If you do not require cover in your new home and wish to cancel, termination fees will apply.**

#### Failure to inform us you have moved home, may:

1. delay any Services;
2. incur additional costs in the event we attend the existing property and have to reschedule at a fee of £49.99.

## 7.5 Raising a maintenance request

Requests can be made online, via email (members@yourplumber.co.uk) or by phone (01202 230070) to book an appointment.

Time of performance of the Services is not of the essence. We shall use our reasonable endeavours to meet estimated dates for performance, but any such dates are indicative only.

## 7.6 Rescheduling Appointments

### 7.6.1 If we need to delay, reschedule or cancel an appointment

We may need to delay, reschedule, or cancel an appointment. We understand this may be inconvenient. We do not accept, nor shall we be held liable for any damages or loss caused as a result of the delayed, rescheduled, or cancelled appointment. We will use our reasonable endeavours to give you as much notice as possible should we need to delay, reschedule, or cancel your appointment.

### 7.6.2 If you need to reschedule an appointment

In the event you need to reschedule an appointment, we require a minimum of 24 hours' notice. If you do not reschedule by giving the appropriate notice, you will be charged a fee of £34.99.

In the event you miss the appointment, you will be charged a fee of £49.99.

## 7.7 Amending your Membership

If you wish to upgrade or downgrade (transition) your Membership, this might be possible at our discretion based upon the services you have benefited from prior to your request. We are under no obligation to agree to the transition.

## 7.8 Accessing your property

You are required to provide reasonable access to allow for appropriate work to be conducted, including following any advice and doing all acts as necessary and requested from the engineer.

## 7.9 Parking

Our engineers require parking to be available within 100m of the property. If we incur charges related to parking, these will be billed to you. Without parking, we may not be able to attend the appointment and you will be charged a fee of £49.99.

## 7.10 Warranty

We warrant that, the Services shall be supplied with reasonable care and skill.

As your sole and exclusive remedy, we shall, at our option, remedy, re-perform or refund the Services that do not comply with the above provided you (i) serve a written notice to us not later than five Business Days from performance in the case of defects discoverable by a physical inspection, or within a reasonable period of time from performance in the case of latent defects; and (ii) give us a reasonable opportunity to examine the claim of the defective Services.

Except as set out above, we give no warranties and make no representations in relation to the Services and shall have no liability for our failure to comply with the warranty, and all warranties and conditions whether express or implied by statute, common law or otherwise are excluded to the extent permitted by law.

## 8. Exclusions

A full and up to date list of exclusions is available to view on our website at <https://yourplumber.co.uk>

### Your Membership does not cover:

#### 8.1 Upgrade works.

Your Membership only includes and applies to Breakdowns and repairs. Upgrade works include adaptations, modifications, or amendments to a system to improve it beyond its original state or to comply with regulations or manufacturer's requirements.

#### 8.2 Accidental Damage.

Where faults, including breakdowns and repairs arise directly as a result of someone else's actions (customer or third-party), whether intentionally or not, including but not limited to, Misuse, shall not be covered by your Membership.

Examples of Accidental Damage include (but are not limited to) issues that arise due to; DIY / Building Works, a System not being used in accordance with manufacturer instructions.

#### 8.3 Limescale and Sludge.

Damage caused by limescale, sludge, rust or other debris in systems will not be included if we've told customers previously that they need to carry out repairs or improvements and they haven't done so.

#### 8.4 Trace and access.

Please check your household insurance policy for trace and access cover, if this is covered, please tick the relevant box on your Membership Order Form. Where an issue may arise where the source of the issue or affected area is not easily or visibly accessible. We will recommend contacting your house and buildings insurance who may locate the source and provide adequate access.

If you do not have trace and access cover through your insurance, we may be able to create access on your behalf. Please contact us for a quote and time estimate.



#### 8.5 Special access equipment.

Where the use of special equipment, including but not limited to Scaffolding, is required because a ladder is not suitable.

#### 8.6 Making good.

Where we have been required to gain access, and in doing so damage is caused to your property, we shall not be required to, nor shall we contribute any parts and/or labour required to make good any damage caused following gaining access or by the issue itself.

Examples of Making good include (but are not limited to) decorating, filling in holes, plastering, replacing panels or floorboards, reassembling cupboards or boxed in toilets and vanity units, or reassembling part of a system that is damaged or removed for the purpose of reaching the affected area, but not directly involved in completing the repair.

#### 8.7 Obsolete parts.

If parts are no longer available to repair part of a System, for example a boiler, we will not be responsible for replacing the boiler under the terms of this Agreement and this will be offered as a Chargeable Repair.

#### 8.8 Beyond Economic Repair.

If the cost of repairing a boiler is 60% or more than the manufacturer's current recommended retail price (or of a similar replacement if the current boiler is not available), then we will not be responsible for replacing the boiler under the terms of this Agreement and this will be offered as a Chargeable Repair. We may offer a contribution of at least £200 towards a new boiler when supplied and installed by us.

#### 8.9 Intermittent faults.

In the event we have attended your property, and an engineer determines a fault to be intermittent and provides advice to prevent the problem happening again and/or how to deal with the problem if it does occur again any subsequent reports of the same problem will not be covered under the coverage of your agreement. Intermittent issues, include (but are not limited to) issues which cannot be reasonably identified due to the nature of the fault and where our engineers may not experience the fault during their visit.

#### 8.10 Failure to take advice.

In the event we have made recommendations or given advice, that is not taken by you (which may include advice on how to use the system, as well as options for chargeable out-of-plan repairs), then we shall not be required to provide services under your Membership for future instances of the same fault or related faults caused by failure to take our advice.

#### 8.11 Out-of-membership repairs.

Some repairs and upgrade works will be offered on a chargeable basis, outside of these terms.

#### 8.12 Pre-existing faults.

Any breakdown or repair that occurs prior to your Membership start date (or moving new home), this includes any faults notified to us within 14 days of using the service.

#### 8.13 System design faults.

In the event that your system is installed by a Third-Party, and the system is installed or designed poorly or incorrectly or installed not in accordance with the manufacturers specifications.



#### 8.14 Manufacturers warranties or guarantees.

Repairs where faults are covered under manufacturer's warranties or guarantees are not included in this Membership. We will manage claims to manufacturers, on behalf customers where possible.

#### 8.15 'At Risk' gas appliances.

If gas appliances have been classified as 'At Risk' under Gas Safe regulations and are affecting the safety or correct operation of the appliance, these must be rectified before customers can use their subscription service for future repairs.

#### 8.16 Grouting and tiling.

Damaged grouting or tiling requiring repairs will not be included.

#### 8.17 Nuisances.

Including, but without limitation to smells and noises.

#### 8.18 Private repairs and offsets.

We will not reimburse customers for any repairs they arrange privately with third parties, subject to our prior approval.

#### 8.19 Faults in supplies.

In the event the fault in the system is caused by something beyond our control (electrical, gas or water) and there is a disruption in any of these services, we will not be able to complete repairs.

#### 8.20 Faults in electrical systems.

Our Membership covers faults with appliances or components. If the fault is caused by an issue with the supply from the electrical system or components (including switches and fused spurs), these will not be covered under your Membership.

Nothing in this Agreement prevents you and us agreeing to undertake Services which are not within the Membership. You will be responsible for paying for Services at our applicable rates and subject to any discount to which you may be entitled under the Membership.

## 9. General Terms

### 9.1 Your Personal Information

We will use your personal details as set out in our privacy policy, which explains what personal information we collect from you, how and why we collect, store, use and share such information, Your rights in relation to personal information and how to contact us and supervisory authorities if you have a query or complaint about the use of personal information. You can find our Privacy Policy online at: <https://yourplumber.co.uk>

We will use your personal details in order to send you correspondence by email and SMS relating to your Membership including (but not limited to) information, services and reminders. If you do not consent to the above, please opt out by ticking the relevant box on the Membership Order Form.

In the process of administering Direct Debit payments, GoCardless Ltd, will use your personal details as set out in their privacy policy which can be accessed online at: <https://gocardless.com/privacy/>

### 9.2 Limitation of liability

Except for any legal responsibility that we cannot exclude in law (such as for death or personal injury) or arising under applicable laws relating to the protection of your personal information, we are not legally responsible for any:

- ☐ losses that were not foreseeable to you and us when the contract was formed;
- ☐ losses that were not caused by any breach on our part;
- ☐ business losses; or
- ☐ losses to non-consumers.

### 9.3 Third party rights

No one other than a party to this contract has any right to enforce any term of this contract.

### 9.4 Complaints

We will try to resolve any complaints with you quickly and efficiently. If you are unhappy with the services we have provided or any other matter, please contact us as soon as possible using the contact details set out at the top of this page.

You can read our full complaints policy online ([www.yourplumber.co.uk](http://www.yourplumber.co.uk)).

#### To make a complaint:

- ☐ Call us on **01202 230070**
- ☐ Email us at **[info@yourplumber.co.uk](mailto:info@yourplumber.co.uk)**
- ☐ Or write to us at **YourPlumber, Shelbourne Business Centre, 44a-46a Shelbourne Road, Bournemouth BH8 8QY.**





We take any complaint seriously and we'll do our best to resolve the issue right away.

If we need more time to investigate, we'll keep you updated and let you know what we are doing to resolve the issue. If you are not satisfied with our final response, or if it's been more than eight weeks since we received your complaint, you may be able to seek assistance from Ombudsman Services, an independent dispute resolution service. For more information, visit (<https://www.ombudsman-services.org/>)

We may record our calls to help us improve our service.

## 9.5 General Terms

You are not allowed to transfer your rights under these terms to anyone without our prior written consent. We may transfer our rights under these terms to another business without your consent, but we will notify you of the transfer and make sure that your rights are not adversely affected as a result.

If any provision of these terms (or part of any provision) is or becomes illegal, invalid or unenforceable, the legality, validity and enforceability of any other provision of these terms will not be affected.

If you breach these terms and we take no action, we will still be entitled to use our rights and remedies in any other situation where you breach these terms.

This agreement is governed by the sole and exclusive jurisdiction and laws of England and Wales.



*your*  
**Plumber**

Your home heroes