M4RT LTD

Registered Office Address: 5 Load Street, Bewdley, DY12 2AF
Company Reg No (CRN): 15181885 (Registered in England & Wales) | **VAT Reg No:** GB 470 8089 73
Gas Safe Reg No: 918264
Contact: Tel: 0330 043 5840 | Email: info@m4rt.co.uk

GAS APPLIANCE CARE PLAN AGREEMENT

Plan Name: Priority Care Service Plan

Plan Fee: £9.00 + VAT per month (£10.80 including VAT)

Contract Minimum Term: 12 Months (Total annual commitment: £108.00 + VAT / £129.60 inc. VAT)

Plan Feature	Coverage Details
Annual Service	1 full annual safety inspection and service on the nominated appliance per 12-month period.
Emergency Call-Out	1 free call-out per 12-month period covering up to 60 minutes of diagnostic labour.
Booking Status	Priority scheduling over standard pay-as-you-go customers during peak autumn/winter periods.

1. What Is Included in Your Plan

- **Annual Safety Inspection & Service:** One (1) full annual service on the nominated gas appliance per 12-month contract period, including flue gas analysis and standard service documentation provided by M4RT LTD.
- **1 Free Emergency Call-Out & Diagnosis:** One (1) free call-out per 12-month contract period covering up to 60 minutes of diagnostic labour on site to investigate a fault on the nominated appliance.
- **Priority Booking:** Priority scheduling over standard pay-as-you-go customers, particularly during peak autumn and winter periods.

2. What Is Excluded

- **Replacement Parts & Materials:** The cost of replacement parts is excluded. If your appliance is within its manufacturer warranty, we can provide the necessary diagnostics and documentation to help you claim eligible parts from the manufacturer. Fitting of replacement parts beyond the initial 60-minute diagnosis remains subject to our standard labour rates.

- **Labour Beyond 60 Minutes:** Any labour required beyond the initial 60 minutes of diagnosis will be quoted and charged at M4RT LTD's standard hourly rates prior to work commencing.
- **System & External Components:** Central heating pipework, radiators, valves, water tanks, thermostats, external timers, gas supply pipes, or sludge/scale removal.
- **Pre-Existing Faults & Misuse:** Faults existing prior to plan commencement, user error (e.g., turned-off power switches or isolation valves), or scale/sludge damage.

3. Payment & Minimum 12-Month Contract Term

- **Payment Method:** Payments must be made monthly in advance via Standing Order or Direct Debit to M4RT LTD.
- **12-Month Commitment:** This agreement is subject to a mandatory 12-month minimum term.
- **Early Cancellation:** If you cancel your Standing Order/Direct Debit before completing the 12-month minimum term, the remaining balance of the annual contract (or M4RT LTD's standard one-off service fee of £85.00 + VAT / £102.00 inc. VAT, whichever is lower) becomes due immediately.
- **Non-Rollover:** The 1 free call-out and annual service must be used within the active 12-month contract period and cannot be rolled over into subsequent years.

4. Appointments & Access

- **Customer Access:** You must allow reasonable access for M4RT LTD engineers to perform the annual service.
- **Cancellation Notice:** We require at least 24 hours' notice to reschedule an appointment. Missed appointments without notice may incur a re-booking fee.

5. Statutory Cooling-Off Period

- You have the right to cancel this plan within 14 days of signing up ("Cooling-Off Period").
- If you request an annual service or diagnostic call-out to be carried out within this 14-day period and subsequently cancel, you will be liable to pay M4RT LTD's standard one-off service fee of £85.00 + VAT (£102.00 inc. VAT).

Customer Acknowledgment & Agreement

By signing below (or setting up your recurring payment instruction), you confirm that you have read, understood, and agreed to these Terms & Conditions with M4RT LTD.

Customer Name: _____ **Date:** _____

Service Address: _____ **Signature:** _____

Appliance Make & Model: _____

M4RT LTD - STANDING ORDER INSTRUCTION SLIP

To set up your monthly payment with your bank (in branch, over the phone, or via your banking app), please use the following payee details:

Payee Name:	M4RT LTD
Payee Account Number:	50866295
Payee Sort Code:	60-83-71
Payment Amount:	£10.80 per month (inc. VAT)
Payment Frequency:	Monthly (Starting on the 1st of the month)
Payment Reference:	*[Customer Postcode & House Number - e.g. DY122AF-5]*

Note: Please instruct your bank to use your Postcode and House Number as the payment reference so M4RT LTD can correctly match your monthly payments.