



Greener Living®

The UK's number 1 heat pump installer

Stay Warm Agreement

About this booklet

This booklet explains exactly what your Greener Living Stay Warm package covers, what to do if you need to utilise your package and how to make a complaint.

It is important you read these terms and conditions carefully, together with your **stay warm package confirmation** as these form the basis of your **agreement** with us. If anything is not correct on your **package confirmation**, or if you have any questions, **please call 03335 770 252**.

At Greener Living, we care about privacy and we protect your personal data. We want to be transparent about how we use your personal data, so before you read our Terms and Conditions, we want to point out that Greener Living Limited is the data controller of your personal data. Although our Privacy Notice does not form part of the contract between you and Greener Living Services Limited, you should read our Privacy Notice, to understand how we collect and use your personal data and your data protection rights.

Please see our Services Privacy Notice at greenerliving.co.uk/privacy-policy.



Greener Living®

The UK's number 1 heat pump installer



Service plans

Greener Living can carry out your annual service for **£199** (plus VAT) or alternatively take out a service cover plan as below and provide you with peace of mind that your service is taken care of all year round and when you need it.



Gold plan

£19.99

PER MONTH

- This covers the cost of your Annual Service, spread out over 12 months for your convenience.



Platinum plan

£29.99

PER MONTH

- Everything covered (cylinder, rads, pipework, valves and electrical)
- £50 Excess
- £50 Call out fee



Diamond plan

£39.99

PER MONTH

- Response within 24 hours
- Next day replacement of parts (if needed, dependant on delivery/availability)
- No excess
- No Call out fee

Terms & conditions: All Prices Displayed Include VAT. £80 charge for appointment cancellation within 24 hours of appointment date/time.

Understanding these terms and conditions

'We' and 'you'

By 'we', 'us', or 'our', we Greener Living Limited – as the provider of the services for you.

Greener Living Limited is authorised and regulated by the Financial Conduct Authority.

By 'you' or 'your', we mean the person(s) named on your **confirmation**, plus the people who normally live in your **home**, including any tenants. Only the person(s) named on the **confirmation**, or their spouse, legal partner or **authorised contact** can amend or cancel the **agreement**.

Words in bold

Some of the words and phrases we've used have a particular meaning. We've highlighted these words in bold and explained what they mean below:

Definitions

Access and making good

Getting access to your appliance or system, and then **repairing** any damage we may cause in doing so, by **replacing** items such as cabinets or cupboards that we've removed and by filling in holes we have made and leaving a level surface.

Accidental damage

When you do something that stops your Heat Pump, appliance or system from working properly, without meaning to.

Agreement

These terms and conditions and your statement confirming each **product** you have with us.

Annual service

A check in each **calendar year** to ensure that your Heat Pump, gas appliance or **central heating** is working safely and in line with relevant laws and regulations.

Authorised contact

A **managing agent**, **landlord** or any named person who you've authorised and who we've agreed can act on your behalf to make arrangements under your **agreement** in relation to a **property**.

Pump and controls

A single Heat pump that's designed for home use and has a heat output capacity of up to 70kW – as well as the controls that make it work, including the programmer, any thermostats, motorised zone valves and central heating pump.

Pump data

Information we receive from your **Heat Pump monitoring system**.

Greener Living Powerflush

A process where we remove **sludge** from your **central heating** system.

Central heating

The heat and hot water system on your **property**.

Including your expansion tank, radiators, bypass and radiator valves, system filters, **warm-air** vents, **cylinders**, any immersion heater and its wired in timer switch, and the pipes that connect them.

Cylinders

Tanks that store hot water.

Drains

The system of waste water pipes on your **property**.

Excess/fied fee

The amount you've chosen to pay towards each completed **repair** or **replacement**.

Home

The building, including any attached garage or conservatory where you live or a home you own including holiday homes or rental **properties**.

Landlord

Someone who owns a **property** which they don't occupy and which may be occupied by a tenant.

Managing agent

Someone who provides managed services to a **landlord** in relation to one or more **properties**.

Monitor/monitoring

Keeping an eye on your **Heat Pump data** so we can identify when your Heat Pump is failing to produce heat or hot water.

Period of agreement

The day your **agreement** until your **agreement** runs out, detailed on your **statement**.

Property/properties

A **home** and all the land up to your boundary - including any detached outbuildings.

Repair(s)/repairing/repaired

To fix your Heat Pump or system following an individual fault or breakdown but not **repairs** that are purely cosmetic (for example mould, dents or scratches) or related to software which doesn't stop the main function of your Heat Pump or system from working or make it unsafe.

Replacement/replace/replacing

Where we **replace** your Heat Pump or contained parts with a Greener Living approved standard alternative. We'll provide **replacements** with similar functionality but not necessarily an identical make and model or type of fitting.

In the case of internet enabled Heat Pumps, **replacements** will only be from the Greener Living range.

Sludge

The natural build-up of deposits in your Heat Pump or **central heating** system as it corrodes over time.

Confirmation

The document that shows the **package** you have with us, the **period of agreement**, how much you're paying and any **excess** or **fixed fee**.

Upgrades

Improvements that make your Heat Pump, or system safer, or more efficient.



Greener Living®
The UK's number 1 heat pump installer

www.greenerliving.co.uk

Stay Warm Agreement

Heat Pump

What's covered

All **repairs** to:

- A Heat Pump that's designed for home use and has a heat output capacity of up to 70kW;
- The controls that make the Heat Pump work including the programmer, any thermostats, motorised zone valves and central heating pump; and

A **replacement** for your Heat Pump if we can't **repair** it and:

- It's less than seven years old; or
- It's between seven and ten years old, we installed it and it's been continuously covered by us under either a warranty or a stay warm **product**; or
- It caught fire or exploded, providing you gave us access to carry out your **annual service** within every **calendar year**

A first service or annual service

Costs of anywhere up to £500 for alternative accommodation and travel if your **home** is unfit to live in as a result of your Heat Pump catching fire or exploding.

What's not covered

Damage caused by lime scale, **sludge** or other debris, if we've told you before that you need to carry out **repairs**, improvements or a **Greener Living Powerflush**, but you haven't done so

Any controls designed specifically for underfloor heating

Replacing or topping up your system inhibitor unless we've removed it

Any part of your **Heat Pump and controls** which directly supplies a swimming pool

Resetting your Pump controls or **replacing** the batteries

Repairing or **replacing** your **central heating** system

Central heating

What's covered

All **repairs** to the heat and hot water system on your **property**, for example:

- Expansion tank, radiators, bypass and radiator valves;
- **Cylinders** and any immersion heater and its wired in timer switch; and
- Any new pipework added during installation of your **Heat Pump**

A **replacement** of parts of your central heating if we can't **repair** them

What's not covered

Damage caused by lime scale, **sludge** or other debris – if we've told you before that you need to carry out **repairs**, improvements or a **Greener Living Powerflush**, but you haven't done so

Fixing your showers, their parts and shower pumps

Repairing or replacing taps

Any parts that are designed specifically for underfloor heating

Supply of curved or designer radiators unless installed by Greener Living Limited which have become faulty

Repair or **replacement** of electrical elements in radiators or towel rails

Replacing or topping up your system inhibitor unless we've removed it

Any part of your **central heating** which directly supplies a swimming pool

Accidental damage



Greener Living®

The UK's number 1 heat pump installer

www.greenerliving.co.uk

Stay Warm Agreement

Plumbing

What's covered

All **repairs** to the plumbing system on your **property**, for example:

- The hot water **cylinder** and cold water tanks including immersion heaters and radiator valves

What's not covered

Showers and their parts, shower pumps, **sanitary ware**, spa baths, seals and grouting

Any parts that are designed to boost your mains water pressure

Water softeners, water filters and waste disposal units and taps that deliver boiling or filtered water

Water pipes between your **home** and any detached outbuildings on your **property**

Swimming pools, fountains, ponds or water features, garden irrigation systems, free standing garden taps and the water pipes running to or from them

Rainwater pipes and guttering

Frozen pipes that need defrosting where there is no other damage

Any water supply pipe

Water meters

Plumbing in your outbuildings if the supply is provided by a separate mains connection than to your **home**

Repair and/or maintenance of devices fitted to your plumbing system that are designed to assist in the detection of leaks



Pump & Controls Breakdown

What's covered

All **repairs** to:

- The Heat Pump installed by Greener Living Ltd on your **property**, that's designed for home use and has a heat output capacity of up to 70kW;
- The controls that make the Heat Pump work including the programmer, any thermostats and central heating pump; and

A **replacement** for your Heat Pump if we can't **repair** it and:

- It's less than seven years old

What's not covered

Accidental damage

Damage caused by lime scale, **sludge** or other debris – if we've told you before that you need to carry out **repairs**, improvements or a **Greener Living Powerflush**, but you haven't done so

Fixing your showers, their parts and shower pumps

Any controls designed specifically for underfloor heating

Replacing or topping up your system inhibitor unless we've removed it

Any part of your **Heat Pump and controls** which directly supplies a swimming pool

Resetting your controls or **replacing** the batteries

A **first service** or **annual service**

Repairing or **replacing** your **central heating** system

Central Heating Breakdown

What's included

All **repairs** to the heat and hot water system on your **property**, for example:

- Expansion tank, radiators, bypass and radiator valves;
- **Cylinders** and any immersion heater and its wired in timer switch; and
- Any new pipework added during the installation of your **Heat Pump**

A replacement of parts of your central heating if we can't **repair** them

What's not covered

Accidental damage

Damage caused by lime scale, **sludge** or other debris – if we've told you before that you need to carry out **repairs**, improvements or a **Greener Living Powerflush**, or a similar process, but you haven't done so

Fixing your showers, their parts and shower pumps

Repairing or **replacing** air or ground source heat pumps

Repairing or **replacing** taps

Any parts that are designed specifically for underfloor heating

Supply of curved or designer radiators

Repair or **replacement** of electrical elements in radiators or towel rails

Replacing or topping up your system inhibitor unless we've removed it

Any part of your **central heating** which directly supplies a swimming pool

A **first service** or **annual service**



General conditions

Your Agreement

UK law

Your **agreement** is bound by the laws of whichever country the **property** included in your **agreement** is in – England and Wales, or Scotland.

English language

Everything we write to you – including terms and conditions – will be in English.

Prices and price changes

Your **confirmation** shows the price of your **agreement**. That price won't go up or down over the **period of agreement**, unless you change your **agreement**, or **products**, or the Government changes the relevant tax rate. We'll always contact you about any change to your price.

Payments

You can pay for your **agreement** yearly by cheque or Direct Debit – or monthly by Direct Debit.

Recovering losses caused by third parties

If you make a claim under your **agreement** or **product** you must, at our request and expense, do everything we reasonably require to enable us to recover losses we become entitled to from other parties, following our **repair** or **replacement**. We may require you to carry out such actions before or after we carry out any **repair** or **replacement**.

Your responsibilities

Keeping us up to date

It's your responsibility to keep us informed of any changes to your contact details including telephone number, address or email. If you change a Heat Pump or appliance that's covered by us, you need to tell us the make and model of the new one, so we can check we can cover it. If we can't cover your new Heat Pump or appliance we may need to cancel or amend your **product**.

You should also check to see whether you still need the same level of cover – for example, if your new Heat Pump or appliance has a manufacturer's warranty.

Missing payments under your agreement

Before we book your **repair**, or visit, we may ask you to pay any missing payments due.

Getting into your property

Our engineers will only work on your **property** if there's someone 18 years old or older there at all times during the visit. It's your responsibility to give us access to your **property**. If we can't get access, we won't be able to complete the work and there will be a £80 surcharge for every missed appointment.

If you don't re-arrange the appointment, your **agreement** will still continue. After several failed attempts to get into your **property**, we may cancel your **agreement** but we'll let you know beforehand.

Authority to carry out work

If you're not at the **property** when our engineer visits, you must make sure that there is somebody else present who can give instructions to our engineer on your behalf and you must ensure you obtain any job sheets or advice that the engineer leaves with that person.

If you are a tenant, it is your responsibility to ensure that you have obtained the relevant consent from your landlord to enable you to give instructions to our engineer and that you pass any job sheets or advice from the engineer back to the landlord.

It is your responsibility to get consent from any relevant third parties (such as a neighbour) where you and they, for example, share a water supply pipe or driveway.

Working in dangerous or unsafe conditions

We won't start or continue doing any work in your **home** if we believe there's a health and safety risk, for example: hazardous chemicals, pest infestations, verbal or physical abuse, or harassment. And we won't return to finish the work until that risk is gone.

If any asbestos needs to be removed before we can **repair** your Heat Pump, appliance or system, you'll need to arrange and pay for someone else to remove it and give you a Certificate of Reoccupation which you'll need to show us.

Under warranty

If your Heat Pump, appliance or system is covered by a third-party warranty, it's your responsibility to make sure that any work we do doesn't affect that warranty.

Authorised contacts

If you want an **authorised contact**, it's your responsibility to let us know who they are so that we can note it on your **agreement**.

Manufacturer's security instructions

It's your responsibility to follow manufacturer password security guidelines and advice as well as other manufacturer security instructions (including, but not limited to, complying with any firmware and software update notifications) related to internet or mobile connected devices which are used to communicate with Heat Pumps.

Annual service

We'll send you or your **authorised contact** an email, letter, text message or we'll call you to arrange your **annual service**. We'll try to contact you up to three times. If we don't hear back from you after the third time or you are not at the **property** when our engineer visits, we won't try again and won't refund the cost of the missed **annual service**. You can still contact us at any time to book it. Your **annual service** may be more, or less, than 12 months after your last service visit.

In periods of local or national high demand for our services (such as cold weather), we prioritise breakdowns and may need to rearrange your **annual service**.

For Heat Pumps and **central heating** your **first service** counts as an **annual service**.

One of our engineers will visit your **home** to complete your **annual service**. This will include testing the gases your appliance or Heat Pump produces.

If the visit shows that it's necessary to take your appliance or Heat Pump apart to adjust or clean it, we'll do so.

During the visit, our engineer will fill in a checklist that shows you exactly what we've looked at. If we find a problem or fault that needs to be fixed, we'll tell you about it.

If your **product**:

- Includes **repairs** and has an **excess** or **fixed fee** you will have to pay this before we **repair** it; or
- Is service only, our engineer may give you a quote to have the work done

Tenants or letting agents arranging visits

Your tenants or letting agents can call us directly to arrange an engineer's visits.

In this scenario, it remains the landlord's responsibility to obtain any job sheets or advice that the engineer leaves with that person.

Reasonable time-scales

We'll carry out any **repairs** or visits you're entitled to within a reasonable time, unless something beyond our control makes that impossible – in which case we'll let you know as soon as possible and give you another time when we can visit.

During epidemics or pandemics, we will adhere to Government guidelines concerning restriction of non-essential travel and may have to reschedule your repair or visit until such time as the restrictions have been eased.

Our engineers

Normally, we'll send a Greener Living engineer to carry out the work. In some cases, we may send a suitably qualified contractor instead.

Making repairs

Excess or fixed fee

Your **confirmation** shows how much **excess** or **fixed fee** you've agreed to pay each time we complete a **repair** or **replace** your appliance; whether

- You report a fault to us;
- We find a fault during a **first service** or **annual service**.

If the fault is related to one we've fixed for you in the last twelve months, then you won't have to pay an additional **excess** or **fixed fee**. Our engineer will use their expert judgement to decide whether a fault is related to an earlier fault or not.

When we book your **repair**, we'll ask to validate your debit or credit card for any **excess** or **fixed fee**. If you're a **landlord**, this can be from you, your tenants, **managing agent** or anyone else as long as the card holder is present to authorise their card being used. We won't put the charges through until after we complete the **repair**.

If we've reason to believe that the people living in your **home** are vulnerable or at risk, we'll send an engineer out even if we haven't been able to pre-authorise a debit or credit card – and send you an invoice for the **excess** or **fixed fee** after we've completed the **repair**.

Safety advice

From time to time, we may tell you that your Heat Pump, appliance or system needs permanent **repairs** or improvements that aren't covered by your **agreement** to keep working safely. For example, if your ventilation doesn't meet current gas safety regulations. If you don't follow this

advice, it'll affect certain parts of your cover – but your **agreement** will keep running until you or we change or cancel it.

Getting access and making good

In addition to the cost of parts and labour, our **packages** cover up to £1,000 including VAT for getting **access and making good** but this does not apply to the Heat Pump which should be readily accessible for inspection and maintenance in accordance with the Heat Pump's manufacturing guidelines.

We won't be responsible for **repairing** any pre-existing damage, nor will we **replace** or restore the original surface or coverings, for example, tiles, floor coverings, decoration, grass or plants.

Replacement parts

We'll try to get parts from the original manufacturer or our approved suppliers. We'll try to provide **replacements** with similar functionality but not necessarily the same features or an identical make and model or type of fitting.

Twelve month guarantee

We guarantee to **repair** or **replace** any faulty parts we've supplied, or fix any faulty work that we've done for twelve months from the date that we did the work.

This doesn't affect your statutory rights under the Consumer Rights Act 2015, if applicable, and any laws that **replace** it.

If you want independent advice about your rights, you can speak to Citizens Advice or Trading Standards.

Greener Living Powerflush

Over time, **central heating** systems build up **sludge** that can block or narrow your pipes, radiators and Heat Pump parts.

Greener Living Powerflush is our way of removing that **sludge** from your system.

We'll tell you if your system needs a **Powerflush** to work properly. You'll need to pay for it separately – it isn't included in your cover.

If you buy a **Greener Living Powerflush**, any future ones you may need to keep your system working properly are included, for as long as you have continuous cover for your Heat Pump with us.

If someone else carries out a **Powerflush** for you, you'll need to show us the receipt before we carry out any more **repairs** or **replacement** work for damage caused by **sludge**.

Confirming the age of your appliances

If your **product** includes **replacing** appliances our engineer will estimate how old it is. If you disagree, you'll need to show us either the original from new receipt, a dated guarantee or proof of when it was first installed.

Curved or designer radiators

If your **product** includes cover for **central heating** it doesn't include a **replacement** of curved or designer radiators.

We can either:

- **Replace** it with a standard radiator; or
- Reinstall a curved or designer radiator that you've bought yourself, in which case we only accept responsibility for our workmanship, not any manufacturing faults in the radiator itself

By designer radiator we mean a radiator of particular artistic design or intricate shape or made from materials such as glass, marble, stone, wood or cast iron.

General exclusions

Who can benefit from this agreement?

Nobody other than you can benefit from your **agreement**.

Cash in lieu

We won't offer you cash instead of carrying out an **annual service, repairs or replacements**.

Domestic use

Your **product** only includes cover for your **property** if it is used for normal day-to-day living purposes, including use for home office or activities of a domestic nature, including renting, and not where the main purpose of the **property** is for commercial purposes.

Pre-existing faults

Your **products** don't include cover for any faults or design faults that:

- Were already there when your Heat Pump, appliance or system was installed;
- Existed when you first took out the **product**;
- We've told you about before and you haven't fixed, or, if the work has been completed by a third party, where work, in our opinion, has not been completed to a satisfactory standard;
- We couldn't reasonably have been expected to know about before, for example, faulty pipes that don't have the correct protection, or which are buried under concrete floors; or
- Prevent access because a part of your system has been permanently built over

Work carried out by anyone but us

Unless your **product** includes **accidental damage** we won't cover any damage you've caused.

If anyone other than us carries out any work on your Heat Pump, appliance or system and damages it, or that work has not been completed properly, your cover doesn't include putting that right.

Deliberate damage or misuse

We won't **repair** or **replace** any parts that have been deliberately damaged or misused. Our engineer will use their expert judgement to determine how the damage was done.

Damage linked to the supply of your gas, water or electricity

We won't **repair** any damage that's caused by changes in, or problems with, the supply of your gas, water or electricity.

External water supply stopcock

If we can't turn off the external water supply stopcock to your **home** to complete your **repair**, it's up to you to get your water supplier to turn it off.

Any damage that's covered by other kinds of insurance

Your **product** doesn't include **repairing** or **replacing** any damage caused by extreme weather, flooding, escape of water, structural issues, fire or explosions – or any other kind of damage that's normally covered by household insurance – unless your **product** specifically includes it.

If your **product** specifically includes anything that's also covered by your household insurance, we're only responsible for our fair share.

Software, internet communications or radio signals

We're not responsible for any loss or damage caused by malicious, inappropriate or unintentional interference with the software, internet communications or radio signals of any **Heat Pump and controls**, device or system covered under this **agreement**.

Communication connections

We're not responsible for your internet connection nor the data transmission to, or from any Heat Pump, appliance, device or control system and we're not responsible for **repairing** or **replacing** any network hub, smart speaker or voice-controlled equipment or any smart functionality, for example, connectivity to or

from your thermostat or radiator valves and mobile devices.

Any other loss or damage

We're not responsible for any loss of or damage to, or cleaning of property, furniture or fixtures as a result of your Heat Pump or system breaking or failing unless we caused it. For example, damage caused by water leaks. We're also not responsible for any losses incurred as a result of delayed, rearranged or cancelled appointments.

Making any improvements

Your **product** only includes **repairing** or **replacing** your Heat Pump or system when it stops working properly – it doesn't include any improvements or **upgrades**, for example: **replacing** working radiators, swapping standard radiator valves for thermostatic ones or **replacing** electrical cables and fuse boards that still work.

Where we've told you that an improvement is necessary, we may not continue to make **repairs** on that part of your Heat Pump or system unless the work has been carried out.

Steel or iron pipes

We won't **repair** or **replace** steel or iron pipes, except:

- Your water supply pipe from the boundary of your **property** to your **home**;
- Your soil stack/vent pipe where these pipes are specifically covered by your **agreement**.

Energy/central heating management systems

We won't **repair** or **replace** energy or **central heating** management systems.

Complaints

To make a complaint:

- Call us on **0333 577 0252**; or
- Write to us at: **Greener Living Limited**, Unit 2, Waterside Court, Sheffield S9 2LR.

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 let you know and keep you updated.



Cancelling your agreement

Your cancellation rights

How you can cancel

You can cancel your **agreement** or a **product** at any time, by calling **0333 577 0252** – or writing to us at: **Greener Living Limited**, Unit 2, Waterside Court, Sheffield S9 2LR.

If you cancel your product within 14 days

We'll give you a full refund of your **product(s)** if you cancel within 14 days:

- The 14 days begins on the start or renewal date, or from the date you received the policy documents if this is later

This is your cooling off period. If we've done work for you before the cooling off period ends and then you cancel your **agreement** or **products** you may have to pay cancellation charges – see cancellation charges table.

If you cancel after 14 days

We'll cancel your policy from the date you notify us, and we'll refund you for the rest of the time you have already paid for.

If we've carried out any work for you, you may have to pay cancellation charges – see cancellation charges table.

Cancelling your Direct Debit through your bank doesn't mean that you've cancelled your **agreement** with us. If you stop your Direct Debit without telling us, we'll try writing to you to collect the money you owe. If we don't hear from you and you don't pay, we'll cancel your **agreement** no less than 30 days after the date we first found out your payment had failed.

You may also have to pay cancellation charges – see cancellation charges table.

Cancellation charges

If you or we cancel your **agreement** or any **products** and we've already completed work for you since you bought or renewed them, you may have to pay cancellation charges.

The table on the right side of this page shows you the amount you may have to pay. We'll take off any **excesses**, **fixed fees** and payments you've made since you bought or renewed your **agreement**.

Type of work completed	Charge per piece of work completed
Heat Pump or Central Heating repairs or replacement	£500
All other completed repairs or replacement	£100
Annual service or first service	£199



When we can cancel

We can cancel your **agreement** or **product** if:

- You give us false information;
- We find a pre-existing fault during your **first service**;
- We can't find the parts we need to **repair** your Heat Pump or system, despite our attempts;
- You put our people's health and safety at risk, for example, physical or verbal abuse;
- Your **home** or **property** is unfit or unsafe to work in;
- You don't let us in to your **home** or **property** to work, despite several attempts;
- We tell you to make permanent **repairs** or improvements, but you don't; or
- You don't make your payments

We'll try writing to or emailing you to collect the money you owe. If we don't hear from you and you don't pay, we'll cancel your **agreement** no less than 30 days after the date we first found out your payment had failed. You may also have to pay cancellation charges – see cancellation charges table.

If we cancel your **agreement** or **product** we'll refund you for the rest of the time you've already paid for. Where you have Heat Pump and Controls Cover or Central Heating Cover and we can't find the parts we need to **repair** your **Heat Pump and controls** or **central heating**, if you decide to cancel and contact us accordingly, we'll refund any money you have paid for these **products** since your last renewal date or your last claim, whichever was the more recent.

If we've completed a **repair, replacement** or an **annual service** since you bought or renewed your **agreement** or **product**, you may also have to pay cancellation charges – see cancellation charges table.

If we cancel your **agreement** or **product** at your **first service**, we'll refund you in full, unless we've completed any work since you bought your **agreement** or **product** in which case you may have to pay cancellation charges – see

cancellation charges table.

Where you have Heat Pump and Controls Breakdown Cover or Central Heating Breakdown Cover and;

- We can't get hold of the parts we need to fix your **Heat Pump and controls** or **central heating**, and
- You decide to cancel and contact us accordingly, we'll refund any money you have paid for these products since your last successful claim or your last renewal date (if this informed you that we may not be able to source the parts), whichever was the more recent, up to a maximum of three years.

For a breakdown or repair, you may find that it is quickest and easiest to contact us via email on info@greenerliving.co.uk, or you can call us on **03335 770 252**.





Greener Living®

The UK's number 1 heat pump installer



 03335 770 252

 www.greenerliving.co.uk

 info@greenerliving.co.uk