



# Annual Service Plan

## Domestic Gas



*Invaluable peace of mind for you and your home, with our Annual Service Plans*



## Laver Group

Set at the foot of the South Wales Valleys in Pontypridd, Laver Group is proud of its history and its evolving service offerings. We hope that this combination of history and continual evolution reflects our philosophy of family and customer care. The essence of Laver Group is always our expertise in understanding the customers changing needs and in providing the highest knowledge and support.

Our engineering team are passionate about Safety and providing the customer with the highest levels of service.

Over 50 years have passed since Laver Group opened its doors (originally named Colin Laver Heating) with a view to raising the standards of heating care; many things have changed in domestic heating appliances since that day, but the desire to exceed customer requirements is as high as ever.

In 2020, Laver Group completed over 100,000 engineering visits and we always offer all customers a rapid response to their heating emergency and support for any heating upgrades they require.

With the ever expanding industry we specialise in, Laver Group strives to expand with it. We specialise not only in heating, but also electrical and renewable energy. While Laver Group is expanding, its mission: to improve and advance our business in pursuit of excellence and professionalism through superior service and our commitment to continuous improvement.

### Fully Responsive 24/7

We offer a 24/7 service covering all of your heating, electrical and renewable needs and ensuring you can enjoy peace of mind knowing we are there to support you every moment of the day.

### Hit 98% of all Calls

Laver Group prides itself on delivering on our promises. Over the past two years we have achieved over 98% of all our agreed appointments. This enables you to manage your busy life knowing we will visit at your convenience.

### Community Support

At Laver Group we want to give something back to the local community, we therefore actively engage in community activities and initiatives to bring a wide range of benefits, to both the area in which we work and the people in the surrounding communities.

 **£40,907**  
Charitable Donations

 **24/7**  
Fully Responsive Service

 **97**  
Completed Community  
Projects

 **£485,009**  
Invested in Apprenticeships

## Annual Service Plans

Plan	Inclusions	Price
<p><b><u>Plan A (Domestic Gas)</u></b> Includes:</p>	<p>All Labour Costs All Callout Costs All Boiler Parts All Radiator Repairs All Thermostatic Radiator Valves Heating Controls Annual Service</p>	<p>£170 / Annually £15.50 / Monthly Direct Debit</p>

<p><b><u>Plan B (Domestic Gas)</u></b> Includes:</p>	<p>All Labour Costs All Callout Costs All Boiler Parts Heating Controls Annual Service</p>	<p>£155 / Annually £14.00 / Monthly Direct Debit</p>
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## What Parts are Covered?

### Plan A

Boiler Parts  
Pumps  
Pump Valves  
Time Clock or Programmer  
Room, Cylinder and Frost Thermostat  
Motorized Valves  
Radiator Valves  
Hot Water Cylinder  
Expansion Cistern  
Cold Water Storage  
All Pipework associated with Heating System

### Plan B Only

Boiler Parts  
Pump  
Pump Valves  
Time Clock or Programmer  
Room, Cylinder and Frost Thermostat  
Motorized Valves

### All Plans

Pipework to Meter  
Replacement of Flue Parts over 1m in length  
Redecoration following any work required  
Damage caused by misuse and abuse of the appliance  
Replacement of radiators  
Repairs to curved radiators

### Plan B Only

All radiator repairs  
All thermostatic valves

## Key Exclusions

## Renewals & Claims

### Excess

There is no excess to pay on either plan options.

### Duration of product

The length of your agreement is twelve months. The cover begins on the date that we accept your application until your agreement runs out. All agreements are renewable at the end of your period of agreement. It is important that you review your cover during this period to ensure that it remains adequate for you.

### Making a claim

For breakdown or repairs call 01443 404516 Mon-Fri 08:30 – 17:00. Call our out of hours breakdown line 01443 606888 outside office hours. No claims can be made within 30 days of a new policy, this does not apply to apply to policy continuations.

### Cancelling your agreement or product

You can cancel your agreement or a product at any time, by calling 01443 404516 or by writing to us at: Laver Group, Nile Road, Pontypridd, CF37 1BW. You can also email [info@lavergroup.com](mailto:info@lavergroup.com).

We will give you a full refund of your product if you cancel within 14 days unless you have made a claim. The 14 days begin from the start date, or from the date you receive the policy documents if this is later. This is your 'cooling off' period.

### Renewing your product

We'll write to you at least 20 days before your agreement is due for renewal to let you know if any of your products or prices are changing. It is important that you review this renewal document to ensure the cover remains adequate for you. If you pay by Direct Debit, we will keep renewing your agreement automatically until you ask us to stop.

### Outside the Scope of this policy

The following are not covered by this policy: - heating appliances over 10 years of age, sludging or scaling of the system, any work associated with adding an inhibitor, damage caused by flood or fire, problems caused by design fault or any legacy installation fault.



## Annual Heating Cover – Application Form

Should you wish to accept this agreement, then you will need to sign the area below by ticking the box to indicate the type of plan required, enclosing payment with this signed contract. The cover will commence upon receipt of contract.

Renewal Date

Today's Date

Service Plan      Plan A            Plan B            Direct Debit Option     

Title

Forename

Surname

House No/Name

Street

Area

Town

County

Post Code

Home Tel. No.

Mobile Tel. No.

Email Address

Signature

Preferred Contact Method      Telephone            Post            Text/SMS            Email     

Age of Boiler



# Instruction to your bank or building society to pay by Direct Debit

Please fill in the whole form using a ball point pen and send it to:

Laver Group Ltd  
Riverside Buildings  
Nile Road  
Pontypridd  
CF37 1BW

Service user number

4 4 4 9 8 6

Name(s) of account holder(s)

Reference

Bank/building society account number

Instruction to your bank or building society

Please pay Laver Group Limited Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Laver Group Limited and, if so, details will be passed electronically to my bank/building society.

Branch sort code

Name and full postal address of your bank or building society

To: The Manager Bank/building society  
Address  
Postcode

Signature(s)

Date

Banks and building societies may not accept Direct Debit Instructions for some types of account

DD12

This guarantee should be detached and retained by the payer.

## The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Laver Group Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Laver Group Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Laver Group Limited or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
  - If you receive a refund you are not entitled to, you must pay it back when Laver Group Limited asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.