



**Jigsaw Plumbing  
& Gas Ltd**

## **Jigsaw Plumbing & Gas Ltd – Safe & Warm Cover Terms and Conditions**

**Registered Office:** 60 Crofton Lane, Hill Head, Fareham, Hampshire, PO14 3QE

**Company No:** 11209869

**Gas Safe Registered No:** 527116

**Contact:** [contact@jigsawplumbing.co.uk](mailto:contact@jigsawplumbing.co.uk) | 01329 595144 | [www.jigsawplumbing.co.uk](http://www.jigsawplumbing.co.uk)

### **1. General Overview**

Jigsaw Plumbing & Gas Ltd ("Company", "We", "Us", "Our") provides heating and plumbing cover under the Safe & Warm plans ("Cover"). This contract ("Agreement") sets forth the terms and conditions governing the provision of such services within the United Kingdom. By applying for and accepting the Cover, you ("Customer", "You", "Your") agree to be bound by this Agreement.

### **2. Definitions**

- **Application:** Submission of request for Cover via phone or in-person.
- **Home:** Your private domestic residence, excluding gardens, outbuildings, driveways, and any commercial or non-residential premises.
- **You/Your:** The named applicant and household members residing at the Home.
- **We/Us/Our:** Jigsaw Plumbing & Gas Ltd.
- **Period of Cover:** Commences 30 days after acceptance of Application and completion of Initial Safety Inspection.
- **Unoccupied:** Home left vacant for more than 30 consecutive days.

### **3. Scope of Cover**

#### **3.1 Annual Boiler Service & Health Check**

- Comprehensive service of one natural gas boiler, including cleaning of key components, safety checks, performance calibration, heating system inspection, and water quality testing.

#### **3.2 Boiler Repairs and Replacement**

- Repairs for breakdowns outside manufacturer warranty.
- Replacement of boilers under 5 years old if deemed irreparable.
- £400 discount on replacement boilers over 5 years old if uneconomical to repair.

#### **3.3 Controls**

- Coverage includes standard thermostats, programmers, domestic motorised valves, and pumps.

#### **3.4 Central Heating System**

- Repairs to internal pipework, standard radiators, valves, expansion vessels, pressure relief valves, gauges, and filling loops.

#### **3.5 Plumbing & Drainage**

- Repairs to internal water pipes, gravity-fed cylinders and components, hot water pipework, leaking taps, running toilets, cold water tanks, valves, floats, internal waste pipe leaks, domestic drainage, and gas supply pipe from meter.

### **4. Exclusions**

#### **4.1 General Exclusions**

- Damage due to design defects, consequential damage, malicious, negligent, or accidental damage.
- Damage resulting from natural disasters, utility failures, or external causes.
- Buried pipework, wiring, or flues.
- Spa or swimming pool systems.

#### **4.2 Boiler Exclusions**

- Flue repairs or replacements.
- Pressure top-ups.

- Damage from sludge, limescale, or contamination.
- Frozen condensate pipes.
- Battery replacements or control explanations.

#### **4.3 Controls Exclusions**

- Smart or Wi-Fi controls.
- Underfloor heating components.

#### **4.4 Central Heating Exclusions**

- Decorative or electric radiators.
- Power flushing or inhibitor addition.

#### **4.5 Plumbing Exclusions**

- Concealed plumbing, lead, mains, or sewer pipes.
- Showers, pumps, sanitaryware, grouting.
- Water softeners, filters, meters, macerators.
- Rainwater systems.
- Unvented cylinders, thermal stores, heat pumps.

### **5. Requesting Assistance**

- Contact us at 01329 595144 with your cover number.
- An adult (18+) must be present during engineer visits.
- Major emergencies (e.g., gas leaks) must be reported immediately to the National Grid at 0800 111 999.

### **6. Cover Conditions**

- Cover applies only to domestic appliances at the registered address.
- Cover is non-transferable upon moving.
- Initial Safety Inspection is required before activation of Cover.
- Custom pricing may apply for large or complex properties.

### **7. Payments**

- Payments are due monthly or annually via Direct Debit.

- A £10 charge applies for failed payments.
- All prices exclude applicable taxes.

## **8. Service Hours**

- Services are provided Monday to Friday, 8am to 4pm.
- Additional charges may apply for consumables or inhibitor additions.

## **9. Safety Advice**

- Permanent repairs may be required to ensure safe operation.
- Failure to follow safety advice may limit or void Cover.

## **10. Spare Parts & Repairs**

- Alternative parts may be used if original parts are unavailable.
- Boilers are deemed beyond economic repair after three or more repairs per year or repair costs exceeding £400.

## **11. Labour**

- Work will be carried out by Jigsaw engineers or approved contractors.

## **12. Noisy Boilers**

- Age-related noise is not covered.
- Callouts for noise issues may incur standard charges.

## **13. Access to Systems**

- Costs to access buried or concealed systems are not included.

## **14. Our Responsibilities**

- We will provide services within reasonable timeframes.
- Emergency visits will be attended within 24 hours, excluding Christmas Day and Boxing Day.

## **15. Guarantees**

- Our guarantees do not affect your statutory rights under UK law.

## **16. Power Flushing**

- Power flushing is recommended if system contamination is found and is charged separately.

## **17. Complaints Procedure**

- Complaints should be addressed in writing to: 60 Crofton Lane, Hill Head, Fareham, Hampshire, PO14 3QE.
- Alternatively, contact us by phone at 01329 595144 or email [info@jigsawplumbing.co.uk](mailto:info@jigsawplumbing.co.uk).

## **18. Cancellation**

### **18.1 By You**

- You may cancel within 14 days of purchase for a full refund.
- Refunds are available if no claims have been made.

### **18.2 By Us**

- We may cancel with 14 days' notice for non-payment, false information, or safety concerns.
- Refunds will be issued for any unused cover period.

## **19. Data Protection**

- We comply with GDPR.
- Your data will be used solely for service delivery and reminders.
- Contact our Data Protection Officer to request data removal.

## **20. Emergency Information**

- You should note the locations of your stopcock, gas meter, and fuse box.

## **21. Limitation of Liability**

- To the fullest extent permitted by law, we exclude liability for any indirect, incidental, consequential, or punitive damages arising from or related to this Agreement.
- Our total liability under this Agreement shall not exceed the amount paid by you for the Cover during the preceding 12 months.

## **22. Indemnity**

- You agree to indemnify, defend, and hold harmless Jigsaw Plumbing & Gas Ltd, its officers, employees, and agents from and against any claims, damages, losses, liabilities, costs, and expenses arising out of your breach of this Agreement or misuse of the services.

## **23. Governing Law and Jurisdiction**

- This Agreement shall be governed by and construed in accordance with the laws of England and Wales.
- Any disputes arising out of or in connection with this Agreement shall be subject to the exclusive jurisdiction of the courts of England and Wales.

## **24. Entire Agreement**

- This Agreement constitutes the entire agreement between you and Jigsaw Plumbing & Gas Ltd regarding the subject matter herein and supersedes all prior agreements, understandings, and representations.

## **25. Severability**

- If any provision of this Agreement is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

## **26. Force Majeure**

- We shall not be liable for any failure or delay in performance due to causes beyond our reasonable control, including but not limited to acts of God, war, terrorism, strikes, or governmental actions.

## **27. Amendments**

- We reserve the right to amend these terms and conditions with 30 days' written notice to you.