

Innovative Gas Services – Service Plan Terms & Conditions

Effective Date: 28 May 2025

1. Introduction

These Terms & Conditions (“Agreement”) govern the provision of service plans (“Plans”) offered by Innovative Gas Services (“we”, “us”, or “our”) to customers (“you” or “your”). By enrolling in any of our Plans, you agree to be bound by this Agreement.

2. Service Plans Overview

We offer the following Plans:

- Gas Care Plan (£11.99/month incl. VAT): Includes annual boiler service, flue gas analysis, carbon monoxide alarm check, central heating system filter cleaning, heating health check, radiator bleeding, system timer and controls check, one hour of free call-out per year, priority call-out over non-contract customers, 5% discount on further works, and warranty validation.
- Oil Care Plan (£14.99/month incl. VAT): Includes all services in the Gas Care Plan, plus new oil hose(s) and nozzle.
- Fire Care Plan (£11.99/month incl. VAT or £6.99/month incl. VAT as an add-on): Includes gas fire service, cleaning and inspection of builder’s opening, flue system safety and operation check, carbon monoxide alarm check, decorative fire coals renovation, priority call-out over non-contract customers, and 5% discount on a new appliance.
- Heat Pump Care Plan (£17.99/month incl. VAT): Includes expansion vessel check, system filter cleaning, insulation condition and grade check, removal of obstructions to the evaporator, glycol level checks, central heating and hot water system health check, priority call-out over non-contract customers, and 5% discount on further works.

3. Eligibility and Enrolment

To enrol in a Plan, you must:

- Be the owner or authorised occupant of the property where services will be provided.
- Ensure that your heating system is in good working condition at the time of enrolment. We may require an initial inspection to confirm system suitability.

4. Payment Terms

- Monthly fees are payable in advance via direct debit or another agreed payment method.
- Failure to make timely payments may result in suspension or cancellation of your Plan.

5. Service Scheduling and Access

- Annual services will be scheduled by us, and we will provide reasonable notice of appointment times.
- You must provide safe and reasonable access to your property and heating system on scheduled service dates.

6. Priority Call-Outs

- Plan members receive priority over non-contract customers for call-out services.
- One hour of free call-out per year is included in the Gas and Oil Care Plans. Additional time or services may incur charges.

7. Discounts on Additional Works

- Plan members are entitled to a 5% discount on additional works not covered under their Plan.

8. Exclusions

Plans do not cover:

- Repairs or services required due to misuse, neglect, or unauthorised modifications.
- Systems that are beyond economical repair.
- Non-standard systems or components not specified in the Plan descriptions.

9. Cancellation and Termination

- You may cancel your Plan at any time with 30 days' written notice.
- We reserve the right to cancel your Plan with 30 days' written notice for reasons including, but not limited to, non-payment or unsafe system conditions.

10. Limitation of Liability

- Our liability is limited to the services expressly provided under your selected Plan.
- We are not liable for any indirect, incidental, or consequential damages arising from the provision or failure to provide services under this Agreement.

11. Governing Law

This Agreement shall be governed by and construed in accordance with the laws of England and Wales.

12. Contact Information

For questions or to cancel your Plan, please contact us at:

- Phone: [01646 795095](tel:01646795095)
- Email: info@innovativegas.co.uk
- Address: Unit 16, St Govans Shopping Centre, Dimond Street, Pembroke Dock, SA72 6AG