



Part of the OVO Family



Distance marketing information

About our Annual Boiler Service

The firm

1. CORGI HomePlan Ltd is registered in Scotland (No. SC358475). Registered Office: Cadworks, 41 West Campbell Street, Glasgow, G2 6SE.

CORGI HomePlan Ltd is part of OVO Group Ltd.

The distance contract

2. You have the right to cancel your contract within the “cooling off period”, 14 days from the date you receive your sale documents or within 14 days of your contract renewing, without any penalty or reason, with no cost to you, as long as you haven’t had a service for the contract in that period. The contract is for 12 months.
3. If you cancel your contract after the initial 14 day cooling off period, you’ll be charged for the number of days your agreement has run for plus a £30 administration charge. You won’t be charged more than the annual price of the contract, and any payment you’ve made will be deducted from the final balance.

If you cancel after your service has been completed, you’ll need to pay what’s outstanding for the total annual price of the contract.

The contract may be cancelled in the following circumstances, including but not limited to:

- If you don’t give information that we ask for
- If you don’t make a payment for your contract
- If you change the boiler, or sell the property
- Fraud or suspected fraud
- The use or threat of violence or aggressive behaviour against staff, contractors or property
- The use of foul or abusive language, or nuisance or disruptive behaviour

4. You can cancel your contract at any time by writing to CORGI HomePlan, PO BOX 3129, Worthing, BN11 9QS or calling on **0330 102 8256**.
5. Unless agreed otherwise by us, the law and court jurisdiction that applies to this contract is the one that applies at your address stated in your documents.
6. The contractual terms and conditions and the other information in this document will be supplied, and all communication with you will be in English.

Complaints

7. CORGI HomePlan will always aim to do their best, but unfortunately there may be times when things go wrong. If you want to make a complaint you can do so by phone or in writing. If you’re unhappy with the outcome, you may be able to refer your complaint to the relevant ombudsman.

Full details of the complaints process is set out in the terms and conditions, and is available on request.



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