



# Annual Boiler Servicing Agreement

## Terms and Conditions

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### 1. Scope of Service

- 1.1. This Agreement covers labour required to carry out an **annual service** on a Sime boiler in accordance with the manufacturer's instructions.
  - 1.2. It does not include any component of the central heating system, including (but not limited to) timers, thermostats, and programmers.
  - 1.3. Any parts required as part of the service, according to the manufacturer's regime, will be charged separately.
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### 2. Eligibility and Conditions

- 2.1. The appliance must be a Sime boiler manufactured by Fonderie SIME S.p.A, as identified on the appliance's data badge.
  - 2.2. If the appliance is found to be faulty during the service, the visit will be treated as a Fixed Price Repair, and the appropriate charges will apply.
  - 2.3. Service is only provided where the installation is safe and accessible, posing no risk to health or safety.
  - 2.4. Boilers located in lofts or attics must have a permanent ladder, fixed flooring, and adequate lighting.
  - 2.5. The Company is not responsible for removing kitchen units, cupboards, or trims to access the boiler.
  - 2.6. Appliances installed in caravans or boats are excluded from this Agreement.
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### 3. Booking and Payment

- 3.1. Bookings must be made by telephone. Customers are required to provide accurate appliance details, including model, serial number, and whether this is the 1st, 2nd, or 3rd service, etc.

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#### Sime Limited

##### Administrative and operative office

Unit 6 Flockton Park, Holbrook Industrial Estate, Holbrook Avenue, Sheffield S20 3FF  
VAT Number 809 3735 14 - Company Registration Number 04625347  
Ph. 0345 901 1114 - sales@sime.co.uk - www.sime.co.uk



3.2. The Agreement becomes effective at the point of booking.

3.3. The full-service fee (labour and VAT) must be paid by credit or debit card at the time of booking.

3.4. The Customer may cancel the service any time before the scheduled visit and receive a full refund to the original payment method.

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#### **4. Access and Attendance**

4.1. The Customer is responsible for ensuring unrestricted access to the property and ensuring that an adult (18+) is present during the visit.

4.2. If no adult is present, the engineer will be unable to enter, and the Customer may still be charged.

4.3. Service may be refused if safe access is not available, or if the engineer deems the installation hazardous.

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#### **5. Appliance Condition and Repairs**

5.1. This service is applicable to appliances that are in working order.

5.2. The Agreement does not include the cost of repairs or parts required for non-working boilers.

5.3. If a fault occurs within ten (10) working days after the service, the Company will inspect the appliance free of charge.

5.4. If the fault is due to work carried out during the service, repairs will be made at no cost. The Company accepts no responsibility for faults caused by:

- Accidental or deliberate damage
- Misuse or non-compliance with manufacturer instructions
- Alteration or tampering by third parties
- Faults in connected systems or components

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#### **6. Force Majeure – Events Beyond Our Control**

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6.1. The Company will not be liable for service delays or failure to perform due to factors beyond its control, including:

- Unavailability of parts
- Engineer illness
- Severe weather or travel disruptions
- Natural disasters or pandemics
- Utility failures
- Government-imposed restrictions
- Strikes or labour disputes

6.2. In such cases, the Company may temporarily suspend the service and will make every effort to resume as soon as possible.

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## 7. Limitation of Liability

7.1. The Company will not be liable for any indirect or consequential losses, including but not limited to:

- Losses not reasonably foreseeable at the time of Agreement
- Losses resulting from delayed or cancelled appointments due to external events

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## 8. Customer Data and Privacy

8.1. The Company will handle all personal data in accordance with the UK General Data Protection Regulation (UK GDPR).

8.2. Customer information will be used solely for service delivery and will not be shared with third parties except as required to fulfil the service (e.g., assigning a service engineer).

8.3. Customers may request access to their data or request its deletion by contacting: ***sales@sime.co.uk***.

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## 9. Engineer Certification


9.1. All services will be carried out by qualified and experienced Gas Safe registered engineers, in accordance with industry standards and legal requirements.

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