



## Fixed Price Repair for Out of Warranty boilers

### Terms and Conditions

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This fixed price repair offer includes labour and parts located within the appliance. It does not cover flue systems, external accessories (e.g. timers, thermostats, programmers), or any part of the central heating system.

The offer is subject to the following conditions:

1. The appliance must be a Sime boiler, manufactured by Fonderie SIME S.p.A, as identified on the data badge.
2. The appliance must be less than 12 years old.
3. The main heat exchanger is excluded from this offer.
4. An engineer will only attend if the installation does not pose a health and safety risk.
5. Boilers installed in lofts or attics must have permanent fixed flooring, a suitable ladder, and adequate lighting.
6. Sime Ltd is not responsible for removing cupboards, kitchen units or trims to access the boiler.
7. Appliances installed in caravans or boats are not eligible for this offer.

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#### 1. Booking and Payment

1.1. Repairs must be booked by phone. At the time of booking, the customer must provide accurate appliance and fault details, including the model, serial number, and a clear description of the issue. This helps ensure the issue can be resolved at the first visit.

1.2. The repair contract begins upon booking. The fee covers labour, VAT, and all internal parts (excluding the main heat exchanger). Payment must be made in full by credit or debit card at the time of booking.

1.3. All repairs are carried out by fully qualified, Gas Safe registered engineers.

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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



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## 2. Access and Attendance

2.1. It is the customer's responsibility to ensure property access on the agreed day, with an adult (18+) present. If no adult is available, the engineer will not enter the property, and a charge may still apply.

2.2. Our engineer or service partner will attend on the agreed date to inspect the appliance and diagnose the fault. Most repairs can be completed on the first visit. If parts are not available, we will arrange a second visit at no additional cost.

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## 3. Unrepairable Appliances

3.1. If the boiler is deemed unrepairable, the customer will be refunded the fixed price repair fee minus a call-out/administration charge of £90.00. No further compensation will be offered.

3.2. If unrepairable, we can offer a discounted quote for a replacement boiler.

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## 4. Repair Guarantee

4.1 Repairs are guaranteed for 90 days from the completion date of the initial visit. If the same fault reoccurs during this period, we will send the original service provider to re-attend at no extra cost.

4.2 This guarantee excludes unrelated or new faults. If a different issue is diagnosed on re-attendance, a new repair may be offered at the original rate.

4.3 The guarantee is void if the appliance:

- Is used outside the manufacturer's instructions
- Is moved within the property
- Is relocated to a different address

4.4. Boiler issues caused by water quality, scale, sludge, or blockages may require additional remedial work before a guarantee can be issued. Our engineer or service partner will advise accordingly and may quote for necessary system improvements.

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## 5. Cancellation Policy

5.1. You may cancel your booking up to 24 hours before the scheduled appointment for a full refund. Cancellations made less than 24 hours before the scheduled visit may incur an £90.00 call-out/administration fee, deducted from any refund due.

5.2. If no cancellation is made and the engineer is unable to gain access, the same fee will apply.

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## 6. Customer Data Protection

6.1. Your personal details will be processed and stored in accordance with the UK General Data Protection Regulation (UK GDPR). We only collect the data necessary to provide our services and do not share your information with third parties, except where required to fulfil the service (e.g. appointing a service partner).

You can request access to your data, or request its deletion, by contacting us directly at *[sales@sime.co.uk](mailto:sales@sime.co.uk)*.

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## 7. Advice and Liability

7.1. Advice given by our team or partners is offered in good faith. We recommend confirming recommendations with a qualified third party before undertaking additional work.

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## 8. Limitation of Liability

8.1. 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 event
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## 9. Force Majeure – Events Beyond Our Control

8.1. We are not liable for failure to perform our obligations due to circumstances beyond our control, including but not limited to:


- Part unavailability
- Engineer illness
- Severe traffic, weather, or natural events
- Epidemics or pandemics
- Utility failures
- Legal or governmental restrictions


In such cases, we reserve the right to suspend services until the issue is resolved. We will make reasonable efforts to resume service as soon as possible.

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