

Aga, Rayburn & Stanley Maintenance and Service Agreement For Oil/LPG and Gas Appliances

Part A - Quotation and Order Acceptance

1. Quotation

Thank you for your interest in using Logic to service and maintain your Aga, Rayburn or Stanley appliance. Please find below the pricing for the Logic service plans. We provide 3 levels of cover (Bronze, Silver, and Gold) to suit our individual customer's needs. Please do not hesitate to contact Logic if you have any questions.

| Inclusions | Bronze | Silver | Gold | Service | Bronze | Silver | Gold |
|--|--------|--------|------|---|--------|--------|------|
| For Annual Service | | | | Single Service - Burner Unit | £85 | £154 | £291 |
| Labour for 1 service per year | ✓ | ✓ | ✓ | Single Service - Vapourising Unit | £85 | £154 | £374 |
| 0% Interest | ✓ | ✓ | ✓ | | | | |
| Free Inspection of Oil Tank and Line | ✓ | ✓ | ✓ | Twin Service - Burner Unit | £140 | £223 | £360 |
| Nozzle(s) and/or Thermocouple fitted at service(Burner Units only) | - | ✓ | ✓ | | | | |
| Blast Tube Gasket fitted at service (Burner Units Only) | - | ✓ | ✓ | Twin Service - Vapourising Unit | £140 | £228 | £500 |
| Hot Plate Rope Seal fitted at service | - | - | ✓ | | | | |
| Wick fitted at service (Vapourising Unit Only) | - | - | ✓ | <ul style="list-style-type: none"> • For Electric/Solid Fuel Appliances, please ask for a specific quote • All prices exclude VAT | | | |
| Additional 2nd Service per year (Vapourising Unit Only) | - | - | ✓ | | | | |
| For Callouts (outside of the Annual Service) | | | | | | | |
| Up to 1 callout per year | - | ✓ | - | | | | |
| 10% Discount on all other non serviceable parts | - | ✓ | - | | | | |
| Up to 3 callouts per year | - | - | ✓ | | | | |
| 15% Discount on all other non serviceable parts | - | - | ✓ | | | | |

Offer: This Agreement comprises this quotation "Part A" duly signed by the Client and Logic's servicing terms and conditions "Part B", which together comprise the offer and acceptance of the Agreement between Logic and the Client.

Completion Date: Will be the Commencement Date plus the term selected below (then automatically renewed each year thereafter).

Invoicing: Gold and Silver packages invoiced at the start of each year, Bronze package invoiced after service performed.

Payment Terms: Gold, Silver and Bronze packages are available over 12 monthly payments or 30 days.

Payment Method: All payments to be made via our GoCardless Direct Debit system. Please sign up here: <https://pay.gocardless.com/AL0000EQBYW5W4>

2. Required Cover and System Information

Service Plan (pricing as above): Bronze Silver Gold

Payment Terms: Monthly Interest Free Payments Single Annual Payment

Aga Make and Model: Appliance Age:

Fuel Type: Oil Gas LPG Vapourising Unit Pressure Jet (Nozzle)

Is the appliance an: Original Install? Second Hand Install?*

(*Please read terms and conditions for second hand and converted models)

4. Order Acceptance

By signing this contract schedule, the Client understands, accepts and agrees to be bound to the terms and conditions of Logic.

Company Name: Phone Number:

Address: Email Address:

Signature: Date of signature:

Part B - Servicing & Maintenance Contracts

Service Contract

- **Logic** will carry out an annual service(s) in accordance with the manufacturers instructions and recommendations.
- **Bronze Plan** - This includes servicing only.
- **Silver Plan** - This includes one service and up to one callout per year, consisting of a one hour appointment.
- **Gold Plan** - This includes one service and up to three callouts per year, consisting of three one hour appointments. If your unit is a vapourising unit, the Gold Plan includes two services and up to three callouts per year.
- Clients must have their appliance turned off the night before our visit before a service can be carried out, failure to do so will incur an extra charge of £42.50 + VAT. The service cannot be carried out and will be re-scheduled with the office.
- **Logic** will not be held responsible for the workmanship and/or the standard of installation of any appliance(s) installed by others.
- Only a visual inspection will be carried out on the flue.
- **Logic** reserves the right to carry out an initial inspection of any parts of the equipment and installation before any contracts can be issued.
- The service plan does not cover external pipework, isolation valves, motorised valves and external programmers.
- **Logic** reserves the right to refuse an application for a contract based on the type and age of appliance and whether or not it is second hand or a conversion.
- If, at the point of service, the engineer finds the appliance does not meet our standard requirements, we reserve the right to cancel the service agreement and an abortive call out charge of £42.50 + VAT will be applicable.
- No parts or labour in addition to the labour stated in the plans above are included on any service plans.
- Additional charges will be at **Logic's** standard rate and are on a time and materials basis and subject to VAT as applicable.
- VAT at the standard rate will be charged where applicable.
- **Logic's** normal business hours are 8am to 8pm Monday to Friday and 8am to 2pm on Saturday. The office is closed on Sundays and Bank Holidays
- Service packages are non-refundable and non-transferable.
- The service agreement will automatically renew at the end of the clients service plan unless the client notifies **Logic** in writing one month before the plan is due for renewal.
- Any cancellation that incurs a shortfall will be invoiced to the customer and full payment will be due seven days from the invoice date.
- Failure to make the agreed payments will result in the policy being cancelled and any shortfall payments will be invoiced to the client. The payment will be due seven days from the invoice date.